

Job Title: Advanced Social Worker– Emergency Duty Service	Role Profile Number: SBC_11929
Level : 11 Career Family: Health, Care & Wellbeing	Date Prepared: August 2023
Directorate/Group: Children, Families and Community Health	Reporting to: Team Manager– Emergency Duty Service
Structure Chart attached:	No

Job Purpose

EDS operates 7 days a week, 365 days a year. They cover and provide an essential social work service out of normal office hours. This includes night-times, weekends and holiday periods. The Rota covers a total of at least 137 hours a week. EDS workers covers both Childrens and Adults services and assume a managerial role in safeguarding both children and Adults.

Those with or without an AMHP qualification are welcome to apply to EDS but those who do not have the AMHP qualification are expected or be willing to undertake the training. This will be part of a career progression plan.

Cover Local Authority statutory responsibilities in accordance with the Children Act 1989, the Mental Health Act 1983 (2007), and other relevant legislation, policies and procedures, responding to urgent situations that cannot wait until the next working day.

Receiving direct contact from the public, professionals and agencies, ensure service users at an unacceptable level of risk are protected and made safe until the next working day. Promote the welfare of children and vulnerable adults.

Key Accountabilities

- Whilst working out of hours as a Lone worker (after 16.00pm) an EDS worker will take on and become the Lead Child Protection worker. This role will be in a management capacity which fits alongside the daytime Managers or Assistant Team managers who undertake this role. Being the Lead child protection worker out of hours you will lead investigations within the framework of the Children Act 1989, Multi-Agency Child Protection Procedures and Guidance, to ensure the immediate safety and protection of children.
- EDS will respond and act upon all referrals that come to them whilst on duty. Alongside from taking the lead in child protection work EDS workers will also take responsibility to assess and support Children in Need within the framework of the Children Act 1989, Children in Need Procedures and Guidance. Act to immediately promote the welfare of children and families including placing children in foster care.
- EDS in Swindon still operates a dual aspect of responsibility and roles. The role of the AMHP (Approved Mental Health Professional) which replaced the title ASW (Approved Social Worker) will see the AMHP assess children and adults under the Mental Health Act 1983 (amended 2007) along with Codes of

Practice. EDS workers/AMHPS will potentially use their powers of to detain any individual (regardless of age) under the MHA an admission to hospital as an informal or detained patient. Whilst Lone working in EDS the AMHP will take on the managerial responsibility of being the AMHP lead. Their role is determined by legislation. AMHP EDS workers do not have a manager on call to call upon and therefore operate in a role which will require managerial decisions in order to safeguard individuals.

- The AMHP along with other professional agencies will also have the responsibility to form an immediate support plan in the community, assessing the least restrictive alternative and ensuring the patient is not a risk to themselves or others. The role of the AMHP is an important role in making sure that all options are considered. It is expected that EDS workers in Swindon should be AMHP trained or be willing to undertake the training.
- Working in EDS their role also looks to assess and support vulnerable adults (elderly, learning / physical disabilities) under the Care Act 2014 and linked adult legislation, policies and procedures, to ensure their immediate safety and protection. This may also include undertaking the responsibilities of Appropriate Adult. (AA)
- Record all referrals, actions, interventions and recommendations on the service users file to ensure records are effectively maintained and in order to provide up to date and accurate information to assist immediate decisions affecting service delivery.
- Prepare and submit emergency court applications out of office hours and represent Swindon Borough Council in court to safeguard and promote the protection and welfare of children and vulnerable adults.
- Represent children and vulnerable adults under the Police and Criminal Evidence Act who require an appropriate adult out of office hours, to ensure their welfare and legal rights while held in custody.
- Advise other professionals, agencies and the public out of office hours, particularly in relation to the Children Act 1989 and the Mental Health Act 1983 (2007), Care Act 2014 to ensure the operation of the correct legal framework in relation to the safety and protection of children and vulnerable adults.

Supplementary Accountabilities

- Act as Custodian of the Child Protection Register for enquiries from designated professionals out of office hours, inform and discuss with the designated professionals the content of the relevant child protection data to assist the child protection decision-making process.
- Operate, view and input into several IT applications such as Word, Eclipse (this will change to liquid Logic in 2023), Care director to obtain and supply essential information to enhance decision-making and risk assessments for children and vulnerable adults.
- Attend and contribute towards training opportunities, supervision and staff meetings, to gain competencies for working in emergency situations with children and vulnerable adults. This includes an assessed Portfolio for re-approval as an Approved Social Worker.
- Participate in a Rota out of office hours, at times working alone, to ensure essential cover is provided for at least 129 hours a week.
- The EDS worker must be able to demonstrate a knowledge and skill base to make decisions whilst lone working.
- Lone working can happen at any time as there will be periods whereby other EDS workers are out of the office. The managerial responsibility will fall on the lone worker in the office.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed – none</p> <p>Typical Tasks delegated to others:- When on rota and acting as the Control and managing Social Worker, coordinate and prioritize the incoming emergency referrals, monitor and advise the Operational Social Worker to ensure an efficient and effective response</p>	<p>Budget Holder</p> <p>Asset Responsibility:</p>	<p>£200 float</p> <p>.No</p>
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Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Ability to work in and manage crisis situations, to prioritize and work effectively alone and as part of a team.
- Ability to assess children and vulnerable adults, form and implement immediate protection and welfare plans, contributes to short- and long-term planning processes and problem solve.
- Ability to understand, interpret and provide complex information.
- Ability to use a range of computer applications.
- Full Driver's License.
- Minimum of 5 years post qualification experience in a child protection or mental health setting.

Working Knowledge of: -

- The Children's Act 1989, the Mental Health Act 1983 (2007) and Code of Practice, the Care Act 2014, Mental Capacity Act 2005, Police and Criminal Evidence Act 1984 and associated legislation, regulations, policies and procedures in relation to vulnerable children and adults.
- A thorough working knowledge of child development and protection theories, including the needs of Looked After Children / Children in Need and Child Protection systems.
- A thorough working knowledge of adult assessment frameworks and vulnerable adult protection procedures.
- A thorough working knowledge of Mental Health assessment frameworks, models of mental disorders, treatments and approaches to Social Work interventions.

Qualifications

- Diploma in Social Work or BA (Hons) Degree in Social Work or equivalent Qualification.
- Approved Mental Health Professional Social Work Award (post qualifying award 1-5)
- Social work England recognized social work qualification and registration.

Job Specific Competencies

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Decision Making

- EDS workers will make decisions whether threshold has been met.

- Convene Child Protection Strategy Discussions (managerial role alongside our daytime colleagues) with Inspectors (Police) and Pediatricians (Health), lead in the formulation of a child protection plan to immediately protect children. This role should fall into line with daytime services which means that those chairing child protection strategies are assistant team or team managers level.
- Assess and decide on immediate and future protection and support plans for children and vulnerable adults.
- As an AMHP (Approved Mental Health Professional) assess the mental health and safety of children and adults, decide on whether to complete an application to detain a person in hospital or form a care plan to support the person in the community. Decide on the least restrictive alternative and the level of risk to the person, their care's and the community.
- Implement Child Protection, Children in Need, Mental Health and Vulnerable Adult policies and procedures.
- Ability to make decisions such as above out of office hours and often while working alone. A duty manager is available to offer advice by phone but it is expected that the post holder has the competence and confidence to make the above decisions.

Creativity and Innovation

- Formulate and implement plans outside of office hours and in crisis situations to protect children and vulnerable adults.

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Writing entries of any contact with the Emergency Duty Service directly on to children and adult computer files, Children's Initial Assessments report, Child Protection Investigation reports, Placement of children in foster care reports, Court reports, Vulnerable Adult Protection Investigation reports, Mental Health Act Assessment reports.
- Giving advice by telephone or in person to the public and professionals, assessing and supporting the protection and welfare of children and vulnerable adults.
- Examples of direct contact include the person's home, General and Psychiatric Hospitals, Police Stations, Health Centers, Community facilities.
- Contact and discussion can be on a daily basis with the public, foster parents and childminders, professionals such as Police Constables, Sergeants, Inspectors, GP's Nurse in A&E, General and Psychiatric wards, Mental health Crisis Team, Consultant Psychiatrists and Pediatricians, Head Teachers, NSPCC and Childline

For example: -

- Finding ways of supporting carers to safely retain children at home or with other relatives or members of the community, by formulating and implementing an immediate package of support.
- Finding ways of safely retaining vulnerable adults at home by formulating and implementing an immediate package of support. Often this will involve problem solving due to limited resources.

Both examples will involve gaining the agreement and co-ordination of a combination of people and resources such as relatives, friends, the Local and Health Authority, the private sector.

Other Key Features of the role *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

The job involves working alone and with other professionals in an office and the community. All the working hours are at night, weekends and bank holidays.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	