



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Social Worker/Care Manager	<b>Role Profile Number:</b> SO3482v4
<b>Grade:</b> Q <b>Salary:</b>	<b>Date Prepared:</b> July 2017
<b>Directorate/Group:</b> Commissioning – Adult Social Care	<b>Reporting to:</b> Team Manager/Service Manager
<b>Structure Chart attached:</b>	

### Job Purpose

- Social Worker/Care Manager within a social care team to provide assessment and support planning expertise in working with vulnerable adults and, as applicable, their carers .
- To work within and demonstrate compliance with appropriate legislative frameworks.
- Working within an integrated approach to service delivery with other social care and health professionals, other agencies and the full range of community resources. Ensuring the organisation fulfils its duties within the statutory and local performance frameworks, in line with national and local policies.
- To provide professional expertise, knowledge, skill and advice to enable a safe, effective and high quality service that meets existing and new policies, practices and procedures.
- Ensuring that the principles of the Mental Capacity Act 2005 and Care Act 2014 underpin practice.
- Manage an Adult Services caseload made up of mostly high complex cases to ensure that resources are utilised effectively to safeguard and promote the welfare of Service Users and Carers and undertake the full care co-ordination management process.
- To reflect a person-centred value base in working with Service Users and Carers, promoting their participation and inclusion within the service delivery and wider context of the local community.

### Key Accountabilities

1. To work within and demonstrate compliance with appropriate legislative frameworks, e.g. Human Rights Acts 2000, Mental Health Acts 1983 and 2007, Mental Capacity Act 2005, and Care Act 2014.
2. Assess the needs of Service Users and Carers within a person-centred approach to clearly identify and fully understand the nature and level of their individual needs and risks.
3. To facilitate timely hospital discharge for service users where applicable

4. Develop Support Plans/Care Plans with Service Users and Carers to ensure their assessed needs are met, through an integrated approach with health colleagues, other agencies and community resources, in a manner which promotes and maintains the Service Users and Carers independence.
5. Review individual Support Plans and Care Plans, to ensure the assessed needs of Service Users and Carers are being met; to monitor the quality of service delivery; and confirm that outcomes and objectives are being met and whether the level of service provision or direct payment is in line with the requirements of eligibility criteria and represent value for money.
6. Enable Service Users, Carers and others involved to contribute within care co-ordination processes in order to ensure their views are fully included and their full participation is effectively facilitated.
7. Maintain own caseload of individual Service Users and Carers and undertake role of Key Worker and/or Care Co-ordinator when appropriate.
8. Responsible for screening referrals and proceeding to assessment and where appropriate service delivery.
9. Apply eligibility criteria appropriately and seek to optimise resources available. Work within the national performance frameworks as translated locally, in order to deliver services within the defined performance standards enabling core Performance Indicators for annual ratings to be met.
10. Provide coordinated information so that SBC verifications processes can be applied accurately, consistently and in a timely manner.
11. Develop and maintain a good knowledge of local community resources in order to inform decision making within care co-ordination, and to provide information regarding service quality and gaps in provision to colleagues within planning and commissioning, to support effective service delivery and commissioning and responsive service developments.
12. Receive appropriate 121 from your manager and professional supervision from a registered practitioner in order to maintain your registration and continued professional development in order to ensure a high quality service.
13. Work positively within team and with colleagues and other professionals across teams and other organisations to ensure effective service delivery.
14. Actively participate and lead professional forums, team meetings and other meetings or working groups as required.
15. Act as enquiry officer in safeguarding vulnerable adult cases, in line with the multi-agency policy within which adult social care is the lead agency.
16. To provide leadership and expertise regarding the Mental Health Act and Mental Capacity Act ensuring that the principles are adhered to on a case by case basis.
17. Where appropriate qualifications are held act as practice supervisor for professional student workers on placement.
18. Participate in appraisals for all reports in line with current policy and be supportive of colleagues who are seeking to develop their skills and knowledge.

### **Supplementary Accountabilities**

1. To undertake appropriate training as required
2. Maintain links with Children's services, particularly regarding transitions and parents with children who have disabilities and within the criteria of See the Adult, See the Child.

## **Knowledge & Experience**

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

- Diploma in Social Work or BA (Hons) Degree in Social Work, or recognised by HCPC qualification e.g. CQSW or CSS. Or alternative appropriate qualification eg CPN, Registered Nurse.
- Registration as a Social Worker with the HCPC.
- Thorough working knowledge of the application of the underpinning legislation.
- Thorough working knowledge and range of experience in procedures relating to the care of the service users.
- Thorough knowledge and practice experience of adult protection practice and procedures (safeguarding vulnerable adults). A working knowledge of child protection practice and procedures.
- Excellent knowledge of social care theories and methods, and of the needs of service users and carers, and the ability to apply these to own work, and develop the practice in all team members.
- Thorough knowledge and good level practical experience of assessment and care co-ordination.
- Thorough awareness and understanding of working within national and local performance management frameworks.
- IT literate with experience in using client databases.
- Robust awareness and understanding of applying eligibility criteria and using resources effectively.
- A range of experience and thorough understanding of anti-discriminatory practice.
- Full Driver's Licence with car or equivalent mobility.

## **Qualifications**

- Registered Social worker therefore holding a Degree in Social Work, or any predecessor or equivalent qualifications recognised by HCPC.

## **Job Specific Competencies**

- Promote social change, problem solving in human relationship and the empowerment and liberation of people to enhance well-being. Utilising theories of human behaviour and social systems, intervening at the points where people interact with their environments. Applying principles of human rights and social justice.

## **Decision Making**

- Management of own time and prioritisation of own workload tasks within the support of the supervision framework.
- Identifying the eligibility of Service Users and Carers for services delivered within Adult Social Care to ensure that the council's resources are managed effectively.
- Working on own initiative and with colleagues from across health and social care professions, making decisions regarding appropriate support to meet the needs of Service Users and Carers.

- Demonstrate and deploy well developed communication skills, to influence co-operation and collaboration from colleagues in other agencies, in making best use of resources to meet the needs of users and carers.
- The role requires the ability to problem solve, and make decisions in situations, which are often complex, unstable, and/or at times of crisis. This requires the careful balancing of risk, and at the same time recognising the importance of not taking control over a person’s life, applying the principles of personalisation
- Able to make effective decisions regarding the safeguarding of vulnerable adults, in a safe and timely way by adhering to the policy and guidance.
- Identify and notify situation where children are thought to be at risk.

**Creativity and Innovation**

- Creative engagement in a person centred manner to enable problem solving and Support Planning/Care Planning to promote the independence of service users and Carers and maximise the outcomes achieved from appropriate resources.
- Awareness of the general context of legislation, guidance and social policy and committed to identifying more appropriate outcomes with Users and Carers.
- Report writing, communicating / interacting effectively and responsively with Service Users and Carers in a manner appropriate to their communication needs.
- Flexibility of approach to other groups/organisations.

<p><b><u>Job Scope</u></b> Professional role in a regulated profession</p> <p><b>Typical tasks supervised/allocated to others</b></p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility</b></p>	<p>No</p> <p>.</p>
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**Contacts and Relationships**

- Develop and sustain excellent working relationships with Service Users, Carers, families, others directly involved with the Service User and members of the general public.
- Develop and sustain excellent communication and working relationships with colleagues across health and social care, both within and across departmental teams; and with other agencies and organisations.
- Actively engage with Managers to develop consistency in practice across the service, in order to optimise effective outcomes for Service Users and Carers.

- Actively engage with team colleagues in order to: ensure appropriate service delivery for Service Users and Carers (including highlighting performance standards and evaluating individual performance); and develop and maintain a positive working environment.
- Communication skills through the full range of channels e.g. via telephone, face-to-face meetings, electronic media. Good report writing skills and the ability to communicate clearly in writing.
- Engage with people in a way that reflects awareness and understanding of anti-discriminatory practice values.
- Select appropriate communication format and style reflecting awareness and understanding of equalities and an individual's communication needs.
- Maintaining a clear professional identity and acting as a role model for other staff.

### **Emotional Demands of the job**

- The need to manage your own emotions in order to be effective in supporting others.
- Responding sensitively and providing positive support to Service Users and Carers who are dealing with people in crisis by virtue of their mental needs, dealing with longer term health conditions or ill health where deterioration in physical / mental functioning may be one of gradual decline including end of life.
- Managing own time and stress whilst working within a busy and demanding environment and the ability to work flexibly responding to service demands.
- Working within a social model including Social Work values with individuals who may be in distress or strife engaging in effective professional relationships, recognising the inherent power relationship in these transactions.
- Dealing with situations and interactions of conflict, for example explaining to people that they do not meet the eligibility criteria, or where resources are limited.
- Responding to Service Users, their Carers and others who can be angry, confused and distressed.
- Lone working and autonomous practice.
- Responding supportively and providing emotional support to colleagues / team members who are dealing with the above situations; and ensuring the appropriate risk assessments and de-briefing are undertaken.
- Throughout your role being a positive ambassador for Swindon Borough Council, and the organisation within which you are seconded in representing and promoting the work undertaken within the borough and service area.

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**Other Key Features of the role**

- To be based in an operational location anywhere across the Swindon Borough Council, but to work across teams as necessary to provide equity of service.
- Lone working with potentially aggressive service users in physically challenging environments e.g. very dirty houses, pets.
- Travelling within the service delivery area and potentially occasional longer distance travel e.g. to visit service users living out of county or to attend conferences or training events.
- Potential exposure to body fluids for example, some service users are incontinent.
- Potential exposure to body fluids with risks including Hepatitis A or B, HIV.
- Use of computers / VDU equipment.
- Potential for general stress from working in a busy and demanding environment.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	