

Role Profile

Part A - Grade & Structure Information

Job Family Code	9SW	Role Title	Social Worker
Grade	PS9SC	Reports to (role title)	Assistant Team Manager
		Directorate	Adult Social Care
JE Band	314-370	Service	Commissioning and Operations
		Team	
		Date Role Profile was created	Sep-16

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide a professional social work service to adults their families and carers living in Surrey in line with the requirements of the Care Act.</p> <p>To engage with individuals, families, groups and communities to assess and intervene, and using professional judgement, employ a range of interventions promoting choice, control and independence.</p> <p>The role holder will assist individuals, carers and families to develop support plans to meet the outcomes identified, using an asset based approach and family, friends and community options where appropriate and eligible needs are identified. They will actively encourage involvement and ownership of the support plan but to take a leadership role where appropriate, and will give clear explanation of the use of Direct Payments so that informed decisions can be made.</p> <p>The role holder will actively promote wellbeing and independence, to enable individuals and carers to retain or regain their skills and confidence and prevent or delay deterioration. They will engage effectively with families to facilitate contingency planning to anticipate complexity and changing circumstances.</p> <p>They will ensure that as part of the assessment NHS Continuous Healthcare is considered for all individuals.</p> <p>They will also assist with the duty/intake function of the team as required, providing immediate professional guidance on urgent issues, arranging immediate support to manage risk in line with a personalised approach and escalating issues of concern to more senior staff.</p>
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<p>Work Context</p>	<p>Social work staff working in Adult Social Care Services are based in either:</p> <ul style="list-style-type: none"> • A locality team linked to one of 11 district and boroughs, which provide community social work, occupational therapy services and social care support to the local community • In one of 5 hospital teams providing 7 day 8.00am – 8.00pm social work and social care support to individuals carers and families involved in discharge from hospital, or • In specialist countywide teams e.g. Transition Team <p>They will be required to work flexibly and will be supported to do this with mobile IT equipment and hot desk facilities.</p> <p>Surrey has both urban and rural areas and locality based social workers will be expected to have a valid driving licence to drive in the UK and access to a vehicle.</p> <p>Reasonable adjustments will be made for social workers who have a disability to enable them to fulfil the requirements of the job.</p> <p>Professional supervision will be provided.</p>
<p>Line management responsibility if applicable</p>	<p>None, but will have the opportunity to develop supervisory skills and take on a co-ordinating and advisory role with unqualified and less experienced colleagues as required.</p>
<p>Budget responsibility if applicable</p>	<p>None, but may make recommendations for the provision of services in line with the budget determined according to the assessment of needs, and advise less experienced or unqualified colleagues on budget and the cost of services.</p>
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Casework Management</p> <ul style="list-style-type: none"> • Take professional responsibility as directed for managing a caseload which will include individuals, children, families and carers who require support and guidance. Enable them to identify their needs and plan support to meet those needs using the full range of options, seeking advice and support where appropriate. • Demonstrate confident and effective judgement about risk and accountability in decision making. <p>Assessment and Review</p> <ul style="list-style-type: none"> • Use assessment procedures discerningly in response to the presenting needs and to ensure that a proportionate assessment is completed in a way that enables maximum participation. <p>Advice and Guidance</p> <ul style="list-style-type: none"> • Provide information, advice and guidance in line with current national legislation and to recognise the need for, and appropriately signpost to other agencies, services or providers. <p>Safeguarding</p> <ul style="list-style-type: none"> • Understand the forms of harm and their impact on people and be able to identify safeguarding concerns. • Where relevant and with support undertake assessment and planning for safeguarding. <p>Staff Development</p> <ul style="list-style-type: none"> • Share and present professional knowledge and expertise with colleagues within the team. • When appropriate provide professional reflective supervision to staff who are not professionally qualified. <p>Data Quality</p> <ul style="list-style-type: none"> • Take professional and personal responsibility for clear recording of analysis and judgements, maintaining up to date case work records on the database as required by Surrey County Council. • Take responsibility for working within the Directorate's data protection policies.

	<p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none">• Relevant professional qualification and Health and Care Professions Council registration where required.• Up to date working knowledge of relevant national and local policy and statutory guidance and legislation in relation to the provision of social care services.• Sound knowledge of social care processes and responsibilities in line with personalisation, self directed support and person centred planning.• An understanding of the principles of confidentiality and information governance and how these apply to social care.• An understanding of diversity and how it affects practice.• Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication.• Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.• Ability to write assessment documents, letters, emails and reports in a way that is clear and easily understood by anyone reading them.• Ability to co-operate and work well with others, support colleagues both within and outside of the team and contribute to the successful achievement of team goals, sharing information and learning whilst supporting others.• Competent in the use of basic IT skills.• Competent in the use of basic numeracy skills with the ability to understand and explain basic cost information.• Ability and willingness to develop effective professional reflective supervision skills to support less experienced qualified staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">● Recognised Social work qualification (DipSW, CQSW, CSS or approved equivalent, BA Hons Social Work or other relevant degree in Social Work).● Social workers must have, and maintain, current registration with the Health Care Professions Council (HCPC) and adhere to the HCPC standards for conduct, performance and ethics.● All registered social workers qualifying from 2012 will be required to participate on the ASYE or provide evidence of successful completion of the ASYE or demonstrate capabilities required at ASYE level or higher.● Applied knowledge of the Mental Capacity Act 2005.● Ability to understand the forms of harm and their impact on people, and with support, to identify and plan for safeguarding.● Ability to work in a person cantered outcome focused way.● Experience of communicating with compassion and authority in challenging situations and with resistant individuals, and proven ability to effectively engage with people in complex situations both short-term and building relationships over time.
Role Summary	Roles at this level provide professional social work, occupational therapy and other support to individuals, children, families and carers living in Surrey in line with the requirements of current, relevant, national legislation and local policies and procedures. They engage with individuals, children, families, groups and communities to assess and intervene and using professional judgement employ a range of interventions promoting choice, control and independence.

Role Profile

Part A - Grade & Structure Information

Job Family Code	10SW	Role Title	Senior Social Worker
Grade	PS10SC	Reports to (role title)	Assistant Team Manager
		Directorate	Adult Social Care
JE Band	371-438	Service	Commissioning and Operations
		Team	
		Date Role Profile was created	Sep-16

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide a professional social work service to adults their families and carers living in Surrey in line within the requirements of the Care Act.</p> <p>To engage with individuals, families, groups and communities to assess and intervene and using professional judgement employ a range of interventions promoting choice, control and independence.</p> <p>At this level the role holder will be more autonomous. They will demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk, striking a balance between support and control, liaising with a wide range of professionals, including more senior levels.</p> <p>The role holder will assist individuals, carers and families to develop support plans to meet the outcomes identified, using an asset based approach and family, friends and community options where appropriate and eligible needs are identified. They will actively encourage involvement and ownership of the support plan but to take a leadership role where appropriate, and will give clear explanation of the use of Direct Payments so that informed decisions can be made.</p> <p>The role holder will actively promote wellbeing and independence, to enable individuals and carers to retain or regain their skills and confidence and prevent or delay deterioration. They will engage effectively with families to facilitate contingency planning to anticipate complexity and changing circumstances.</p> <p>They will ensure that individuals, carers and families have a clear understanding of the NHS Continuing Health Care process and support where required. They will also ensure compliance with the Care Act and other relevant legislation when using advocacy services and carrying out reviews, including mental capacity assessments.</p> <p>The role holder will promote and sustain a learning culture and personal professional development through professional reflective supervision and guidance to less experienced Social Workers</p> <p>Where required, they will take the role of practice educator (or train as a practice educator) for social work students and the role of ASYE assessor and supervisor for newly qualified social workers in the team.</p>
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<p>Work Context</p>	<p>Social work staff working in the Adult Social Care Directorate are based in either:</p> <ul style="list-style-type: none"> • A locality team linked to one of 11 district and boroughs, which provide community social work, occupational therapy services and social care support to the local community, or • In one of 5 hospital teams providing 7 day 8.00am – 8.00pm social work and social care support to individuals carers and families involved in discharge from hospital or in specialist countywide teams e.g. Transition Team. <p>The role holder will be required and be able to work flexibly; you will be supported to do this with mobile IT equipment and hot desk facilities.</p> <p>Surrey has both urban and rural areas and community based social workers will be required to have a valid driving licence to drive in the UK and access to a vehicle and be willing to travel across a wide geographical area.</p> <p>Reasonable adjustments will be made for social workers who have a disability to enable them to fulfil the requirements of the job.</p> <p>Professional supervision will be provided.</p>
<p>Line management responsibility if applicable</p>	<p>No direct line management responsibility but will have supervisory skills and experience to be able to provide professional supervision to qualified social workers on a delegated basis.</p>
<p>Budget responsibility if applicable</p>	<p>This post has no direct budget responsibility however the post holder may make recommendations for the provision of services in line with the budget determined according to the assessment of needs. They may need to advise less experienced or unqualified colleagues on budget and the cost of services.</p> <p>By agreement some staff are given enhanced authority to make financial decisions subject to specific guidelines.</p>
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Casework Management</p> <ul style="list-style-type: none"> • Take professional responsibility for managing a complex caseload which will include individuals, children, carers and families who require support and guidance. • Demonstrate confident and effective judgement about risk and accountability in decision-making and be able to sustain engagement with fluctuating circumstances and capacities, including where there is hostility and risk. <p>Assessment and Review</p> <ul style="list-style-type: none"> • Use assessment procedures discerningly in response to the presenting needs and to ensure that a proportionate assessment is completed in a way that enables maximum participation. • Use professional judgement, employing a range of interventions: promoting independence, providing support and protection, taking preventative action and ensuring safety whilst balancing rights and risks. <p>Safeguarding</p> <ul style="list-style-type: none"> • Take the lead in managing positive interventions that prevent deterioration in health and wellbeing whilst safeguarding people at risk of abuse or neglect. • Undertake assessment and planning for safeguarding in more complex cases, and support colleagues by utilising safeguarding skills, in line with current policies and procedures. <p>Staff Development</p> <ul style="list-style-type: none"> • Play a leading role in practice development, help promote and sustain a learning culture and mentor less experienced staff. • Deliver formal professional reflective supervision and provide guidance and advice regarding casework to less experienced qualified staff. • Where required, take the role of practice educator (or train as a practice educator) for students and the role of ASYE assessor and supervisor for newly qualified social workers in the team. • As part of the supervision and appraisal process provide support with personal and professional development.

	<p>Data Quality</p> <ul style="list-style-type: none">• Take professional and personal responsibility for clear recording of analysis and judgements, maintaining up to date case work records on the database as required by Surrey County Council.• Take responsibility for working within the Directorate's data protection policies. <p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none">• Relevant professional qualification and Health and Care Professions Council registration where required.• In depth and up to date applied knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services.• Understanding of the principles of confidentiality and information governance and how these apply to social care.• Understanding of diversity and how it affects practice.• Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication.• Ability to effectively engage with people in complex situations both short-term and building professional relationships over time.• Ability to engage in difficult conversations in challenging situations and with people who may be resistant.• Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.• Ability to make skilled professional judgement for interventions including in crises and in response to challenge.• Ability to understand and take account of differentials in power, and use authority appropriately.• Ability to develop partnership relationships in order to work effectively in a multi-agency and multi-disciplinary environment, demonstrating mutual professional regard and a collaborative approach to person centred working.• Competent in the use of basic IT skills.• Competent use of basic numeracy skills and the ability to contribute to monitoring discussions regarding the use of budgets and resources.• Experience of providing professional reflective supervision.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">● Recognised Social work qualification (DipSW, CQSW, CSS or approved equivalent, BA Hons Social Work or other relevant degree in Social Work.● Have and maintain current registration with the Health and Care Professions Council (HCPC) and adhere to the HCPC standards for conduct, performance and ethics.● All registered social workers qualifying from 2012 will be required to have successfully completed their ASYE in order to demonstrate capabilities required at ASYE level or higher.● Evidence of CPD and training.● Significant (generally 3 years) post qualification professional experience working in a social care or community focussed multi-disciplinary setting, as qualified Social Worker.● A knowledge of the range of theories and models for social work intervention with individuals, families, groups and communities and the methods derived from them.● Understanding of social welfare policy, its evolution, implementation and impact on people, social work, other professions and interagency working.● A detailed and applied knowledge of continuing health care.● Experience of communicating with compassion and authority in challenging situations and with resistant individuals, and proven ability to effectively engage with people in complex situations both short-term and building relationships over time.● A detailed knowledge of the forms of harm and their impact on people and the implications for practice.● Have a developed range of intervention methods and be able to evaluate their effectiveness in practice and be able to make timely decisions when positive change is not happening.● Ability to offer expert opinion in the team, and to other professionals and organisations.● Ability to chair a range of meetings and offer expert support at case meetings.● Experience of undertaking safeguarding enquiries, and of completing mental capacity assessments and best interest decisions under the Mental Capacity Act.● Established, or willing to train, as a Practice Placement Educator, and as part of the supervision and appraisal process provide support with personal and professional development to colleagues.
Role Summary	<p>Roles at this level provide a professional social work, occupational therapy and other support to individuals, children their families and carers living in Surrey in line with the requirements of current, relevant, national legislation and local policies and procedures. Using professional judgement employ a range of interventions promoting choice, control and independence. They demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk, striking a balance between support and control, liaising with a wide range of professionals, including more senior levels.</p>