

Role Profile

Part A - Grade & Structure Information

Job Family Code	9SW	Role Title	Social Worker
Grade	PS9SC	Reports to (role title)	Team Manager
		Directorate	Children's Services
JE Band	314-370	Service	
		Team	
		Date Role Profile was created	Nov-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 the social work service of assessment of need, care planning and, as appropriate, child protection investigation, to prevent the separation of children from their families where possible, and to ensure that children and young people are adequately protected in line with departmental policy, procedures and relevant legislation.</p> <p>To support alternative permanent care for children who have to be separated from their families in a timely fashion. To supervise fostering / adoption arrangements.</p> <p>To contribute to ensuring a positive, high profile for Surrey Children's service in its dealings with the public, users and carers and external agencies.</p> <p>Taking guidance from more experienced staff, the role holder will undertake child protection investigations, act as key worker to children/young people with a Child Protection Plan, and undertake all related statutory responsibilities.</p> <p>They will assess and manage the risk involved in protecting vulnerable children and young people with the support of the Team Manager and Service Manager, distinguishing levels of risk for different situations, to prevent harm and abuse.</p> <p>Job holders will also contribute to the regular monitoring and review of services established to facilitate service improvement.</p>
Work Context	<p>The role holder works under the supervision of more experienced staff and may take on responsibility for the supervision of non-professionally qualified staff, following appropriate training on staff supervision and assessment of competence.</p> <p>The complexity of tasks undertaken by the post holder will be determined by level of skill and experience of the worker and clients' needs through discussion in supervision.</p>
Line management responsibility if applicable	No line management responsibility but may supervise non-professionally qualified staff, e.g. family support workers on casework and provision of care services, as directed by Team / Service Manager. Making sure that staff act in accordance with procedures and good practice, and assisting in the development of staff.
Budget responsibility if applicable	N/a

<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>
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<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. • 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.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Professional social work qualification, CQSW or Diploma in Social Work (Dip SW). This does not apply to existing staff who were appointed to 'care management' positions before 1 December 1998. • Registered with the Health Social Care Professionals Council or in process of registration. • This is an first level professionally qualified role. The role holder will have completed their ASYE or moved from a similar level role in another organisation. • Experience of provision of care services derived from work on practice placements as part of formal study, through previous work in a non- professionally qualified role or work experience in a similar role. • Willingness to develop supervisory skills, and to take responsibility for own development using relevant practice research, legislation, peer/user feedback and participative supervision and appraisal processes to facilitate social work progression. • Experience in assessing the needs of, and undertaking direct work with, children and young people, and in working with parents, families, carers and networks to achieve optimal outcomes for children and young people. • Ability to operate effectively within multi-agency and inter-professional settings. • Ability to travel round the county to meet the demands of the job.
<p>Role Summary</p>	<p>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.</p>

Role Profile

Part A - Grade & Structure Information

Job Family Code	10SW	Role Title	Senior Social Worker
Grade	PS10SC	Reports to (role title)	Team Manager/ Service Manager
		Directorate	Children's Services
JE Band	371-438	Service	
		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 the social work service of assessment of need, care planning and, as appropriate, child protection investigation, to prevent the separation of children from their families where possible, and to ensure that children and young people are adequately protected in line with departmental policy, procedures and relevant legislation.</p> <p>To support alternative permanent care for children who have to be separated from their families in a timely fashion. To supervise fostering / adoption arrangements.</p> <p>The job holder will ensure a positive, high profile for Surrey Children's service in its dealings with the public, users and carers and external agencies.</p> <p>They will act as a mentor to social workers and support their development, and undertake duties of a practice teacher as required.</p> <p>With appropriate training, undertake child protection investigations, act as key worker to children/young people with a Child Protection Plan and undertake all related statutory responsibilities.</p> <p>They will assess and manage the risk involved in protecting vulnerable children and young people, distinguishing levels of risk for different situations, to prevent harm and abuse.</p> <p>Job holders will also contribute to the regular monitoring and review of services established to facilitate service improvement.</p>
Work Context	<p>The role holder is largely autonomous and works with access to guidance from peer networks and more experienced staff. They will take on the more complex cases and will seek advice and guidance from more senior staff where cases fall outside their range of experience.</p> <p>They will liaise with a range of professionals, including more senior levels. They will take on responsibility for supervision of non-professionally qualified staff, following appropriate training on staff supervision and assessment of competence, and mentor newly qualified social workers.</p>
Line management responsibility if applicable	No line management responsibility but may supervise non-professionally qualified staff, e.g. family support workers on casework and provision of care services, as directed by Team/Service Manager. Making sure that staff act in accordance with procedures and good practice, and assisting in the development of staff.
Budget responsibility if applicable	N/a

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Casework Management

- 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.

Assessment and Review

- 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.

Safeguarding

- 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.

Staff Development

- 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.

Data Quality

- 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.

Duties For All

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

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</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.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Professional social work qualification, CQSW or Diploma in Social Work (Dip SW). This does not apply to existing staff who were appointed to 'care management' positions before 1 December 1998. • Registered with the Health Social Care Professionals Council or in process of registration. • This is an first level professionally qualified role. The role holder will have progressed from an entry level role following work experience and continuing professional development at post graduate level (or equivalent). • Experience of provision of care services will have derived from working in social care provision in a range of care settings. • Willingness to develop supervisory skills, and to take responsibility for own development using relevant practice research, legislation, peer/user feedback and participative supervision and appraisal processes to facilitate social work progression. • Substantial experience in assessing the needs of, and undertaking direct work with, children and young people, and in working with parents, families, carers and networks to achieve optimal outcomes for children and young people. • Ability to operate effectively within multi-agency and inter-professional settings. • Ability to travel round the county to meet the demands of the job.
<p>Role Summary</p>	<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>

Role Profile

Part A - Grade & Structure Information

Job Family Code	10SW	Role Title	Advanced Social Worker
Grade	PS10SC	Reports to (role title)	Team Manager
		Directorate	Children, Families, Learning and Communities
JE Band	371-438	Service	Children's Service, Family Resilience, Safeguarding, Corporate Parenting
		Team	Family Safeguarding Hub, Quadrant Assessment, Family Safeguarding, Looked After Children and Care Leavers, Academy Teams
		Date Role Profile was created	01/12/2018

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

Role Purpose including key outputs	<p>Surrey aims to work alongside families, to respect families and their rights, to work with them in partnership and with their informed consent, to recognise their strengths and help them identify their needs. Our overarching duty is to promote the upbringing of children within their families, where this is compatible with the welfare of the children.</p> <p>Social workers in Surrey will be supported to develop high levels of skill in motivational practice which they will use to help parents identify the aspects of their lives/behaviours that they want to change and provide the help and support families, on a partnership basis, that they need to support them in their change.</p> <p>Specific areas of work will vary depending on the team but will include:</p> <ul style="list-style-type: none"> - management of triage of contacts to the service to ascertain whether contacts from families, members of the community and partner organisations meet the threshold for a statutory social work assessment of significant impairment of a child's health/development or significant harm, with appropriate information from referrers and the consent of the family (except when over-ridden by a team manager to protect a child from further significant harm); -to provide an assessment of the needs of family members, their strengths and any risks to children's health/development or significant harm to the child/ren and develop SMART plans that will meet the needs of family members and reduce risks to children, in conjunction with children and their families and in the most complex cases -to work with partners to meet those needs and monitor progress via child in need and core group meetings involving families, young people and relevant professionals -to chair reviews of children in need cases, strategy discussions, permanency planning meetings and professional's meetings on complex cases -to conduct complex child protection investigations where a multi-agency strategy discussion considers there are grounds to believe the child has or is likely to suffer significant harm and to involve families in developing plans for change which will reduce the risk of significant harm and keep children in their families wherever possible. -where children cannot be adequately cared for within their families or their families cannot be engaged to access services that would support them to change and the significant harm threshold is reached, to initiate discussions to seek agreement for s20 or initiate planned or emergency legal proceedings to ensure children are protected in line with departmental policy, procedures and relevant legislation. -to work with colleagues in commissioning, fostering and adoption to identify high quality placements for children that will promote keeping children with their siblings and engage in timely care planning so children are placed in stable long-term homes where their health and development as well as education and training needs are supported and they can strengthen their resilience to lead a happy and stable adult life -ensure that social work case records, assessments, plans and documentation for all children and young people for whom the worker is responsible are effectively maintained in line with practice standards and organisational policy and procedure. -foster good relationships with legal services and local family courts to manage efficient and effective Legal Planning Meeting, Public Law Outline and court proceedings where attempts to support children to remain within their families have not been successful. -promote purposeful social work practice, following the service's parenting/group work programmes, and undertake regular clinical and case work supervision that is reflective and outlines clearly the next steps to improve outcomes for children, young people and families. -manage effective communication of practice, service and organisational issues within the team and work collaboratively across other social work teams, services and with partners to provide high-level integrated support to children and families. -ensure that in all aspects of work that the views, feelings and wishes of children, young people and their parents /carers are taken seriously and used to appropriately inform their care plans and development and performance of services. -Academy advanced social workers will lead the induction and training activities for NQSWs who will be based in quadrant teams. They will lead on observing and developing practice, ensuring ASYE programmes and requirements are met and will contribute to the probationary reports required for new entrants to the service, in conjunction with the Principal Social Worker. They will not be responsible for the line management of the NQSWs nor manage their casework as this will lie with the team manager of the quadrant team. They will deputise for the PSW in their absence. <p>Casework Management</p> <ul style="list-style-type: none"> • Provide high quality relationship based social work services to children and families at tier 4 level of Surrey
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Work Context	The role holder works under the supervision of the team manager (or PSW in the case of the Academy advanced social worker) and deputises for them during short term absences; responsibility for the supervision of non-professionally qualified staff, following appropriate training on staff supervision and assessment of competence. The complexity of tasks undertaken by the post holder will be determined by level of skill and experience of the worker and children and families presenting needs through discussion in supervision.
Line management responsibility if applicable	Supervises trainee social workers, family support, children's practitioners, children's information officers or leads the training and development of NQSWs
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on children and families.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<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. • Share and present professional knowledge and expertise to colleagues within the team and with other partners. <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. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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 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. • Ability to chair a range of meetings and offer expert support at case meetings. • 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"> • Professional social work qualification, CQSW or Diploma in Social Work (DipSW), or other relevant qualification recognised by the HCPC. • Registered or in process of registering with the HCPC. • Substantial experience in assessing the needs of, and undertaking direct work with children and young people, with a track record of improving children and young people's lives in a UK statutory setting. • Able to demonstrate understanding of the needs of children/young people in their specialist area • Ability to evidence skills in or willingness to develop Motivational Interviewing practice, • Up to date working knowledge of relevant UK child care law, statutory guidance and Working Together 2018 • Ability to relate well to children and families, to respect their rights and gain their informed consent, to engage them in reflecting on their lives and motivate them to change so children's needs can be met and they can be brought up safely within their families. • promote positive working relationships in and across teams, using strategies for collaboration and arbitration. • Ability to contribute to and provide professional leadership of organisational change and development • Ability to take on champion role for a specific area of practice e.g. MARAC, Motivational Interviewing, Permanency or Pathway Planning • Ability to communicate effectively in highly charged, complex or challenging situations • Ability to gather information to inform judgement for interventions and develop SMART plans to meet children and families' needs/reduce risk • Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations. • 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. • Ability and willingness to develop effective professional reflective supervision skills • Satisfactory DBS clearance is required. • Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.
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>