

## London Borough of Havering Job Profile

<b>Job Title:</b> Social Worker	<b>Directorate:</b> Adults
<b>Service/Section:</b> Adult Services	<b>Post Number(s):</b> Numerous  <b>Job Evaluation Number:</b> 3161
<b>Grade:</b> G7/G8	<b>Date last updated:</b> June 2022  <b>Date of last Evaluation:</b> June 2022

### Main Purpose of the Job/Key Objectives:

The primary purpose of the role is to:

- Manage caseloads dependent upon experience, grade of post and complexity of cases, utilising specialist knowledge for appropriate interventions, needs and risk assessments, care planning and safeguarding investigations.
- Contribute to the delivery of an effective Adult social care service as part of a social care team, improving outcomes for People and Carers.
- Carry out high quality holistic assessments, using strengths based, person-centred, community focused, and multi-agency interventions to bring about positive change through developing effective relationships and to secure the best outcomes for people and carers.
- Carry out high quality assessments, using person-centred, community focused, and multi-agency interventions to bring about positive change through developing effective relationships and to secure the best outcomes for people and carers.
- Ensure discharges from hospital are carried in a timely and appropriate way working alongside the acute Trust and partners.
- Ensure that discharges are made from hospital using agreed system pathways.
- Provide a person-centred service which enables people and carers to optimise and maximise their abilities, by utilising a strengths-based model and whole family approach to all interventions.
- Have a good understanding of the legal social care framework and all relevant policies and procedures.
- Undertake the legal and statutory duties of the post as required by the Care Act, Mental Capacity Act, Mental Health Act and any other relevant legislation. You will also undertake and develop the role in line with any new requirements such as undertaking assessment in line with responsibilities under liberty protection safeguards.
- Support people and carers to maintain their independence, within their homes and by utilising support in the local community and their own personal networks.
- To pro-actively support and work collaboratively with health services to ensure people receive the required health and social care support within the community, are discharged from hospital within agreed timeframes with appropriate support mechanisms in place, prevent hospital admission and pro-actively work with the principles of admission avoidance.
- Manage the allocation of resources required to maintain independence through the use of Personal Budgets and explore all options that are available to people.
- Develop service and practice improvements.
- Develop and maintain high professional standards, within your role and service and

promote integrated working methods within the service.

- Implement evidence based practice in all areas of practice and recording
- Actively contribute to maintain quality standards, and ensure self and staff development is maintained.
- To undertake liberty protection safeguard assessments as part of the role
- Assess for minor pieces of equipment and adaptations and non-complex assistive technology, which will maximise the person's independence in line with Trusted Assessor guidelines.
- Ensure that vulnerable people and carers are adequately protected in line with Havering Safeguarding Adults policy and procedures and relevant legislation.
- To support and mentor staff and students whilst undergoing training and CPD
- Be responsible for the preparation for attendance at court and court of protection hearings.
- Promote and deliver new ways of working and evidence based practice within the service.
- Develops and implements reflective practice in all areas of work.
- Experienced post holders with a minimum of 3 years' experience may have line management/supervisory responsibility for non-qualified staff/students including apprentices, as required, within the team where the post is based.
- Enable and support people and carers to consider and pursue a range of options that may enhance economic status (through access to education, work, housing, health services and welfare benefits) and wellbeing.
- Post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.

### **Job Context:**

1. The post holder will report to a Team Manager or Senior Practitioner and may operate at different tiers within the organisational hierarchy
2. The post holder will be required to occasionally work outside normal hours.
3. The post holder has no direct budgetary management responsibility, but will take responsibility to ensure effective use of resources.
4. The post holder will work as part of a team with other disciplines to deliver a joined up service.
5. Experienced post holders with a minimum of 3 years' experience may have line management responsibility for non-qualified staff/students including apprentices, as required, within the team where the post is based.

### **Qualifications:**

- To hold a social work qualification recognised by Social Work England
- Current SWE registration
- Evidence of continuing professional development

### **Experience:**

- Experience of completing assessments and reviews.
- Experience of working with people and their carers in a community setting.
- Experience of preparing needs-led assessments/reassessments and support plans.
- Experience of using IT systems.
- Experience of dealing with safeguarding issues.
- Experience of undertaking and completing Best interest assessment and mental capacity assessments.
- Experience of working in multi-disciplinary teams in a Social Care or Health setting.

## Key Accountabilities and Result Areas

Key Result Area	Expected End Result
<b>NQSW (ASYE Level 1)</b>	
Holds and manages varied caseload, reflecting the function of the team in accordance with procedures, guidelines and legislation.	Cases are effectively managed. Outcomes for people and carers are improved.
Identifies and assesses levels of risk and need, and puts in place appropriate services or plans to protect vulnerable adults.	Demonstrates professional judgement in managing and assessing risk to vulnerable adults. Improves outcomes for adults ensuring best practice in relation to "Making Safeguarding Personal".
Maintains up to date records, assessment, support plan and reviews for all cases.	Assessments, care plans and reviews are all up to date and evidence based.
Assesses and analyses need, contributing to, and implementing support plans; reviewing progress against identified outcomes.	Demonstrates sound professional judgement. Plans are implemented and reviewed to improve outcomes for the service user and/or carer. Analysis is effective in identifying risk and need. Ensures all work is outcome-focussed, effective and in line with legislation and practice.
Ensures that reports and records are up to date, of a high quality and submitted according to appropriate timescales.	Reports are accurate, up to date and produced within agreed timescales. Written English is of a high standard.
Works co-operatively with colleagues and in partnership across agency boundaries.	Effective partnership working is in place, producing good quality multi-agency plans.
Attends a range of meetings, including case conferences to represent the department.	Provides professional expertise at a range of meetings.
Carries out all work within an equal opportunities framework.	Recognises and values diversity and is sensitive to cultural difference.
Carries out statutory obligations in accordance with departmental policy and practice.	Statutory obligations of the role are understood and complied with at all times.
Keeps up-to-date and acts in accordance with current legislation and departmental practice and initiatives.	Accurately interprets and applies relevant policies, procedures and initiatives. Applies relevant policies to practice.
Develops and maintains good working relationships with other professionals in statutory, private and voluntary agencies.	Positive working relationships are maintained. Enables effective partnership working and sharing of information.
Ensures that all planning and interventions are based on robust safeguarding procedures in line with Havering Adult Safeguarding	Safeguarding procedures are adhered to.

Executive Board (HASEB).	
Maintains accurate, up to date, and relevant case recordings, and any other records, as specified in departmental guidance and procedures.	Accurate case records are in place in relation to own cases. Systems are utilised and maintained. Data is recorded in a timely fashion and accurately.
Ensures data is kept up to date and accurate, at all times complying with LB Havering recording standards and meets data protection and GDPR requirements.	Data is up to date and accurate and in line with Havering's recording standards document.
Makes use of management information systems (including I.T.) in recording, retrieval and analysis of information.	Effective use of information systems to analyse and interpret data.
Undertakes assessments of people and carers in line with appropriate legislation, guidance, policy and procedure, including advocacy, personalised planning and individualised budgets.	Good quality assessment and planning in line with personalisation principles. Adherence to the Care Act in relation to Advocacy, Personalisation and Safeguarding.
Contributes to the development of the service through team meetings and organisational events.	Makes a positive contribution to team meetings and organisational events.
Maintains up to date knowledge of the PCF through effective use of CPD and relevant learning resources.	Undertakes learning and development opportunities as available, completing courses as advised by their supervisor. Learning maintained and CPD logged on to SWE portal.
Maintains regular supervision through regular meetings and briefings, in line with the department's supervision policy.	Receives and participates in supervision to reflect and analyse cases in accordance with agreed policy and practice. Shares knowledge and skills with colleagues, as appropriate.
To support the differing practical, cultural and emotional needs of customers and their carers.	Customers cultural differences are recognised and respected.
To take responsibility for own development.	Staff will keep professional skills up to date.
Contributes to the development of other workers, sharing knowledge and skills, as appropriate.	Uses supervision and knowledge sharing to support the professional development of other workers.
<b>Additionally for Social Worker (Post ASYE)</b>	
Following accreditation or the required post-qualification experience, offers supervision to students on professional placement.	Supervises students as directed. Attends post qualification training, as required and completes the course.
Manages non-qualified members of staff including apprentices, as required, giving supervision,	Manages and supports staff development, as required.

providing development opportunities and allocating work and measuring quality of work.	
Ensures that expenditure on cases is properly authorised and recorded, in line with departmental procedures.	Expenditure is appropriately authorised and recorded.

## Social Work England (SWE)

All Social Workers are required to meet the standards laid down by SWE and meet the BASW PCF.

<https://www.socialworkengland.org.uk/standards/professional-standards/>

<https://www.basw.co.uk/professional-development/professional-capabilities-framework-pcf/the-pcf>

## Competency Profile

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	C	<ul style="list-style-type: none"> <li>Communicates complex information to others effectively</li> <li>Is a clear and persuasive communicator, using influencing and negotiating skills when necessary</li> <li>Actively listens to, respects and values the view of others</li> <li>Presents succinct, well balanced information orally and in writing, with clear outcomes</li> <li>Sets up opportunities to influence others prior to decisions being made</li> <li>Understands and responds to organisational politics</li> <li>Facilitates discussions to achieve collective objectives</li> <li>Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively</li> </ul>
Delivering excellent customer service	C	<ul style="list-style-type: none"> <li>Acts as role model in own personal approach to customer focus</li> <li>Proactively seeks and effectively uses customer information to inform service delivery</li> <li>Proactively seeks to establish and meet current and future needs of people and carers</li> <li>Organises processes around people and carers, taking account of complex and sensitive issues to meet their long term needs</li> <li>Implements and utilises systems to record customer feedback and communicates ideas and information to appropriate people, ensuring information is fed back into appropriate systems e.g. CRM</li> <li>Creates an environment where team/s are empowered to put people and carers first</li> </ul>
Achieving Results and Success	C	<ul style="list-style-type: none"> <li>Assumes personal responsibility for achieving outcomes and making appropriate decisions and</li> </ul>

		<p>is considerate of others and their contributions</p> <ul style="list-style-type: none"> <li>• Monitors and evaluates own performance against targets</li> <li>• Develop new ways of working to achieve results</li> <li>• Demonstrates high personal standards as an example to others and delivers what they agree</li> <li>• Is consistently positive and remains focused and flexible when faced with competing demands and priorities</li> <li>• Allocates time and resources to reflect priorities</li> <li>• Seeks information to aid decision making</li> </ul>
Planning and implementation	C	<ul style="list-style-type: none"> <li>• Develops, monitors and adjust plans as necessary</li> <li>• Leads projects and plans for resources required to deliver</li> <li>• Communicates the plans to appropriate staff/stakeholders</li> <li>• Uses appropriate range of tools and techniques to plan and manage the process/project</li> <li>• Focuses on results and delivers outcomes</li> <li>• Determination and commitment</li> <li>• Flexibility</li> </ul>
Respecting Others	C	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make</li> <li>• Demonstrates integrity at all times</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Acts as a role model sets a personal example of good equalities practice at all times</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Understands different learning and personality styles and preferences</li> <li>• Respects confidentiality wherever appropriate</li> <li>• Acts upon concerns about discrimination or inequality of opportunity</li> <li>• Applies consistent standards of service and response</li> </ul>

### **Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining

employees access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.

- You may be required to work at any Council site or suitably identified location in line with agile working.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.
- Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever-changing pressures which an integrated Health and Social Care team will face. This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is neither exhaustive nor inclusive and may be subject to changes in order to meet legislative requirements changing circumstances and business demands of the service.