

Adult Social Services  
**Senior Social Work Practitioner**

Integrated Health and Social Care team

Job Description and Person Specification  
April 2016

## Job Description

Job Title:	Senior Social Work Practitioner
Department:	Adult Social Services
Function:	NELFT
Team:	
Post number:	CC3683
Grade:	LBR 12
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Flexible across health and social care buildings within Redbridge
Reports to: <i>Job title</i>	Integrated Team Manager
Responsible for: <i>Job titles of direct reports</i>	Social workers, Occupational therapists, professional and non-professional staff, trainees and students within the Integrated team as directed by the team manager.
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To assist the Redbridge Council and North East London Foundation Trust fulfil its duties and responsibilities in relation to The Care Act 2014, Mental Capacity Act, Deprivation of Liberties, Safeguarding and all other appropriate legislation.</p> <p>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 service 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.</p> <p>The primary purpose of this role is to:</p> <ul style="list-style-type: none"> <li>• Support the manager, team and service by providing professional leadership within an integrated service.</li> <li>• Deputise for the team manager as required.</li> <li>• Assist with overall responsibility within the team for assessment, care/support planning and review of people with a range of needs and their carers, working within a multi-disciplinary framework.</li> <li>• 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.</li> <li>• Provides expert guidance on statutory duties, prepares court reports and attends court and court of protection hearings in order to provide expert evidence when necessary.</li> <li>• Provide expert advice and guidance within the team, specifically in relation to social care issues, Mental Health Act, Mental Capacity Act and Deprivation of Liberty Safeguards.</li> <li>• Provide and develop specific specialist knowledge relevant to your professional role.</li> <li>• Ensure people receive the required health and social care support within the community, prevent hospital admission and pro-actively work with the principles of admission avoidance.</li> <li>• Support people to maintain their independence within their home and the community by ensuring an asset based approach is used within assessments and support planning</li> <li>• To lead, support and work collaboratively with health colleagues to ensure people are discharged from hospital within agreed timeframes and with appropriate support mechanisms in place.</li> <li>• Proactively adhere to promoting and implementing social care and NELFT policy and procedure.</li> </ul>

	<ul style="list-style-type: none"> <li>Promote the personalisation agenda within the service.</li> <li>High level of skill to evaluate risk in partnership with service users and carers, where required putting in place appropriate intervention plans to protect vulnerable adults.</li> <li>Have a knowledge of a range of complex equipment, to enable service users to be safe and independent whilst complying with relevant legislation and guidance.</li> <li>Take a clinical lead and support all staff within the team on legal cases, court reports and challenges to completion of statutory duties.</li> <li>Promote and deliver new ways of working and evidence based practice within the service</li> <li>Ensure the service users and <b>carer's</b> needs and outcomes are met whilst utilising resources effectively.</li> <li>Work autonomously and carry a small complex caseload.</li> <li>Take a clinical lead on the case management of highly complex social care cases that combine levels of risk, capacity and safeguarding.</li> <li>Directly manages staff from both health and social care disciplines.</li> <li>Develop, encourage and maintain high professional standards by supporting the service with practice and knowledge development, quality assurance and contribute to the strategic direction of the service.</li> <li>Ensure <b>expenditure is managed in accordance with the Council's financial framework.</b></li> <li>To ensure that qualified staff participate in continuous professional development in line with the Health Professional Council, Government legislation and guidance, and ensure individual training needs are identified and appropriate training plans developed.</li> <li>Provide supervision, line management support, advice and guidance to members of the team and service as required.</li> <li>Ensure effective communication within the team and with colleagues internal and external to the organisation.</li> <li>Provide leadership and support on Safeguarding issues in line with the Council's and NELFT policies and procedures.</li> <li>Provide leadership, assessment, supervision and guidance to the team on the Mental Capacity Act, including Deprivation of Liberty, Best Interest Assessment and/or the Mental Health Act.</li> <li>Ensure that the team meets performance requirements and outcomes.</li> <li>Actively promote and implement principles and practices of working within an integrated health and social care framework.</li> </ul>
Key external contacts: <i>Organisations</i>	Service users, Cares, voluntary sector providers, private sector providers, pharmacists, National Health Service, Carers organisations, independent advocacy organisations, professional regulatory bodies, own professional organisations.
Key internal contacts: <i>Job titles or groups of staff</i>	Health, NELFT and social care colleagues and professionals, housing, police, specialist support services.
Financial dimensions: <i>Budgetary responsibility &amp; amount, equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> <li>The senior has delegated Financial/Resources responsibility for authorising support plan expenditure to an agreed financial limit.</li> <li>Authorisation and responsibility for areas of the finance report and budget.</li> <li>Support the team manager with budget management and statistical data collection.</li> </ul>
Key areas for decision making:	<ul style="list-style-type: none"> <li>Ensuring that assessments adhere to quality standards within the requirements of Council policy and procedures and legislative requirements.</li> <li>Funding for support services for people and carers via personal budget, commissioned services, Reablement services or equipment.</li> <li>Resource allocation.</li> <li>Sickness returns</li> <li>Annual leave.</li> <li>Training requests.</li> </ul>

Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> <li>You may be required to work at any Council or Health site and adopt agile working.</li> <li>Work will primarily be undertaken in community settings, <b>health settings and in people's</b> home environment.</li> <li>You will need to work, implement and adhere to all relevant NELFT and Social Care policies and procedures.</li> <li>To demonstrate a flexible approach in the delivery of work within the service area. Consequently, you 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.</li> <li>Work within a flexible, agile manner, which may include weekend and evening working depending upon the needs and development of the service.</li> <li>To promote the social care role within an integrated setting with health.</li> <li>To be smart and presentable at all times in compliance with the current dress code.</li> <li>Represents the team both locally and nationally as required.</li> </ul>
---	--

Key accountabilities and result areas:	Key elements:
<p>Assist Team Managers in the supervision and organisation of daily work.</p> <p>Quality assures and promotes outcome focused assessment, support planning and review within all areas of work.</p> <p>Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes.</p> <p>Develops encourages and maintains high professional standards within the team and directorate</p> <p>Co-ordinates case interventions and planning taking account of risk and safeguarding issues.</p>	<p>This will involve</p> <ul style="list-style-type: none"> <li>Is clear and on-equivocal about responsibilities and accountabilities.</li> <li>Provides leadership on complex and sensitive issues demonstrating sound professional judgement.</li> <li>Assessment, support planning and reviews are quality assured to ensure outcome focused and asset based principles are utilised.</li> <li>Accurately advises on and interprets relevant legislation policies and practice as it applies to the role and embeds new learning into current practice across the team.</li> <li>Actively promotes the exchange of learning, best practices and new ideas within an integrated team.</li> <li>Empowers and enables people to make decisions within their sphere of control.</li> <li>Decisions are endorsed or challenged appropriately; ensuring robust professional and non – professional practice is developed and maintained across the team.</li> <li>Ensure all professionals receive practice based supervision from an appropriate professional in addition to their regular line management supervision if this is provided from a different discipline.</li> <li>Provide a wide range of appropriate and individual information and Advice to people in order to promote independence in the community as outlined in the Care Act.</li> <li>To act as a specialist lead in relation to social care issues.</li> <li>Undertakes investigations into complaints</li> <li>Chairs safeguarding and other complex meetings, which involve safeguarding vulnerable adults, demonstrating sound, professional judgement.</li> </ul>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Seeking opportunities for contributing to sustainable development of the borough, in <b>accordance with the Council's commitment to making Redbridge a cleaner, greener place to live.</b> In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>

Data Protection and Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols <b>defining employees’ access to and use</b> of the Health and Council databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• <b>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes</b> in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defective equipment and hazards to management.</li> </ul>
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>• Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>• Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.</li> </ul>

## Person Specification

Job Title:	Senior Social Work Practitioner		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> <li>Professional Social Work, qualification as recognised by the HCPC</li> <li>Current HCPC registration</li> <li>Recent post qualification study</li> <li>Evidence of CPD</li> <li>Best Interest Assessor award – or willingness to train to gain the qualification</li> <li>Approved Mental Health Professional award – (specialist teams)</li> <li>Substantial post qualifying experience in health and/or social care setting.</li> </ul>	A/I A/I A/I A/I A/I A A	3 3 2 2 2 2 3
Minimum experience/ knowledge/ skills:	<p>Experience</p> <ul style="list-style-type: none"> <li>Experience of supervising students and/or staff in a statutory front-line social care or health setting.</li> <li>Proven supervision skills, utilising a Reflective Model of practice.</li> <li>Evidence of developing and maintaining good working practices with a wide range of customers and other stakeholders.</li> <li>Experience of representing the service at multi-agency forums, making informed, sound decisions.</li> <li>Experience of working effectively in a high pressure environment.</li> <li>Experience of working with Adult service users and Carers.</li> <li>Experience of managing complex cases and risk assessments.</li> <li>Experience of safeguarding work including chairing of meetings.</li> <li>Experience of work in relation to Mental Capacity and best interest decision making.</li> <li>Experience of working in a multi-disciplinary inter-agency framework</li> <li>Experience of meeting performance targets and delivering service outcomes.</li> </ul> <p>Skills:</p> <ul style="list-style-type: none"> <li>Proven verbal and written communication skills, including the preparation and presentation of detailed reports and correspondence.</li> <li>Effective listening skills.</li> <li>Ability to deal with conflict and complaints.</li> <li>Ability to maintain confidentiality.</li> <li>Able to be resilient, handle information with adult safeguarding concerns that can be emotionally challenging for themselves and others.</li> <li>Good organisational and supervisory skills.</li> <li>Ability to manage, assist in managing and monitoring budgets/financial resources.</li> <li>Manages time and prioritises work in an effective and productive way.</li> <li>Manages own stress, remaining objective and stable in stressful situations.</li> <li>Ability and skills to work alone and in a team.</li> <li>Information Technology/computer skills including managing information systems, both paper based and electronic.</li> </ul> <p>Knowledge:</p> <ul style="list-style-type: none"> <li>Detailed understanding of the Care Act and other appropriate legislation.</li> <li>Excellent knowledge and understanding of the Mental Capacity Act 2005 and Deprivation of Liberty safeguards legislation.</li> <li>Clear understanding of Young Carers rights and practitioner responsibilities in relation to The Care Act 2014.</li> <li>Clear understanding of the importance of information and advice and alternative ways to support identified outcomes – e.g. assisted technologies, health interventions.</li> </ul>	A/I  A/I A/I  A  A/I A/I A/I A/I A/I  A/I A/I/T  A/I  A/I A/I A/I A/I A/I A/I A/I A/I  A/I/T A/I/T  A/I/T A/I	3  3 3  2  3 3 2 2 3  2 3  3 3 3 3 3 3  3 3  3 3

	<ul style="list-style-type: none"> <li>• Excellent knowledge of Adult Safeguarding, managing complex issues and the impact that it has on service users and families.</li> <li>• Excellent understanding of the Social Care legal and policy framework, including legal cases.</li> <li>• Understanding and awareness of government agendas, as applied to adults and carers, and the ability to translate this into service requirements.</li> <li>• Ability to evaluate practice against professional standards as set by HCPC.</li> <li>• Working knowledge of information systems and an ability to use IT.</li> <li>• Demonstrates knowledge and awareness of personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others.</li> <li>• Knowledge and understanding of the process involved in financial and budgetary control and planning.</li> <li>• A good understanding of administrative functions.</li> <li>• An understanding of Health and Safety principles.</li> </ul>	A/I/T A/I A/I A/I A/I A/I A/I A/I A/I	3 2 3 3 2 3 3 3 3
Minimum competencies: Customer focus	<ul style="list-style-type: none"> <li>• Commitment to empowering service users &amp; their carers to achieve maximum independence and achieving identified outcomes.</li> <li>• Ability to negotiate on behalf of customers.</li> <li>• Ensure a preventative, outcome focused, asset based approach is used in work with service users and carers.</li> <li>• Provide and supply information, advice and signposting to customers and carers.</li> <li>• Acts On feedback to change or develop services to better meet customer needs.</li> </ul>	A/I A/I A/I A/I A/I	3 3 3 3 3
Communicating and influencing	<ul style="list-style-type: none"> <li>• Ability, with support, to influence the attitudes and opinions of others, gaining their agreement through persuasion of ideas, proposals and courses of action.</li> <li>• Ability to act as a role model and ensure effective performance from the team.</li> <li>• Demonstrate use of professional assertiveness to support decision making.</li> </ul>	A/I A/I A/I	3 3 3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> <li>• Ability to develop effective working practices within the team and with a range of service providers from both statutory, health and voluntary agencies.</li> <li>• Able to manage diverse views and conflict resolution in all areas of work within a team and with service users and carers.</li> </ul>	A/I A/I	3 3
Respecting & implementing diversity	<ul style="list-style-type: none"> <li>• Knowledge of the issues surrounding service provision in a diverse environment and a determination to promote equality in policy and practice.</li> <li>• Commitment to diversity issues in both service provision and employment practices.</li> </ul>	A/I A/I	3 3
Planning, organising & achieving results	<ul style="list-style-type: none"> <li>• Skills in service monitoring, collection of statistics, including analysis of data.</li> </ul>	A/I	2
Embracing change	<ul style="list-style-type: none"> <li>• Adaptable, receptive to new ideas, willing and able to adjust to new demands and circumstances.</li> <li>• Promote innovation and introduce new ways of working by using evidence based practice to support the development of new initiatives and pilots across the areas of health and social care.</li> <li>• Willingness to undertake further learning and development opportunities as agreed with your supervisor.</li> </ul>	A/I A/I A/I	3 3 3
<i>For those with managerial responsibility</i> Leadership	<ul style="list-style-type: none"> <li>• Demonstrate leadership and excellent team working skills.</li> <li>• Adaptable, receptive to new ideas, and willing and able to adjust to new demands and circumstances.</li> <li>• Quality assure work within the team so is outcome focused and asset based.</li> <li>• Provide excellent standards of supervision, performance and appraisal.</li> <li>• Ability to deliver knowledge and new ways of working within a team</li> </ul>	A/I A/I A/I A/I A/I	3 3 3 3 3

Managing and developing people	<ul style="list-style-type: none"> <li>Ability to embrace and embed principles of integrated working and to challenge non-compliant practice with team members.</li> <li>Ensure practice within the team is consistent and in line with other teams as appropriate.</li> </ul>	A/I	3
		A/I	3
Special conditions	<ul style="list-style-type: none"> <li>To demonstrate an understanding and commitment to <b>Redbridge's</b> Equal Opportunities Policy in service delivery to the community, in relationships with colleagues and in employment practices.</li> <li>You may be required to work outside normal office hours on occasions</li> </ul>	A/I	3
		A/I	3
Signature of Employee:	Name:	Date:	