

# **Health and Adult Social Services**

## **Social Worker (Level 1)**

**Integrated Health and Social Care team**

**Job Description and Person Specification**  
April 2016

## Job Description

<b>Job Title:</b>	<b>Social worker (Level 1)</b>
<b>Service Area:</b>	Health and Adult Social Services
<b>Function:</b>	
<b>Team:</b>	Redbridge Cluster Team
<b>Post number:</b>	
<b>Grade:</b>	LBR 7
<b>Hours/weeks:</b>	36 hours
<b>Base location:</b>	Flexible across health and social care buildings within Redbridge
<b>Reports to:</b> <i>Job title</i>	Integrated Team Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	Will be responsible for the mentoring, support and guidance of unqualified staff, trainees and work placement employees
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>  Good case management  Good understanding of legislation and practice.	<p>To assist Redbridge Council and North East London Foundation Trust to fulfil their 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>• Undertake holistic, person-centred assessments, care and support planning and reviews of people with a range of health conditions and their carers within an integrated team using a multi-disciplinary framework.</li> <li>• Good understanding of the legal social care framework and all relevant policies and procedures.</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>• Provide a person-centred service which enables people to optimise and maximise their abilities by utilising a strength-based model and whole family approach to all interventions.</li> <li>• Support people to maintain their independence, within their homes by utilising support in the local community and their own personal networks.</li> </ul>
Supports Team Development  Manages risk and safeguarding  Deploys a wide range of practice models.	<ul style="list-style-type: none"> <li>• To support and work collaboratively with health colleagues 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.</li> <li>• Manages the allocation of resources required to maintain independence through the use of Personal Budgets and explores all options that are available to people.</li> <li>• Develop and maintain high professional standards, within your role and service and promote integrated working methods within the service.</li> <li>• Contribute to maintaining quality standards, and ensure self and staff development is maintained.</li> <li>• Manage, plan, prioritise and progress cases of an appropriate level of complexity,</li> </ul>

<p>Supports junior members of staff</p> <p>Maintains professional partnerships</p> <p>Responsibly Manages team resources</p>	<p>seeking support and suggesting resolutions for workload difficulties with due regard to service standards, targets and timescales.</p> <ul style="list-style-type: none"> <li>• Maintain clear communication with service users concerning expectations and progress; engage with concerns and resolve conflicts.</li> <li>• Promote effective communication within the team and with colleagues internal and external of the organisation.</li> <li>• Provide a wide range of information and advice to people in order to promote independence in the Community.</li> <li>• Assess and evaluate risk and produce skilled risk assessments in partnership with service users and carers, where required putting in place appropriate interventions, strategies and contingency plans to mitigate risk and to protect vulnerable adults.</li> <li>• Assess for and arrange delivery/installation and review for minor equipment, adaptations and non-complex assistive technology, which will maximise the person's independence in line with Trusted Assessor guidelines.</li> <li>• Support service users and their carers to identify and purchase aids, assisted technology and adaptations and to fit, adjust and demonstrate their use within the person's home where appropriate.</li> <li>• Use good knowledge and skills to develop and advise on rehabilitation plans, promoting choice and independence.</li> <li>• Support the team to meet performance requirements and outcomes and ensure data is recorded in line with organisational requirements.</li> <li>• Complete "Assessed and Supported Year in Employment" programme.</li> <li>• Demonstrate ability to use good analytical skills, using professional judgment to deliver holistic interventions using a wide range of evidenced-based practice.</li> <li>• Good understanding of The Mental Capacity Act.</li> <li>• Have a good awareness and understanding of how legislation impacts on practice.</li> <li>• Be responsible for managing safeguarding issues and ensure they are raised in line with the Councils and Health's policies and procedures.</li> <li>• Write court reports for the Court of Protection, magistrate and County Court in line with statutory duties and attends court to provide professional evidence as required.</li> <li>• Will mentor, support and provide guidance to unqualified staff, junior staff, trainees and work placement employees.</li> <li>• Promote and implement social care principles and practices within an integrated setting with health, providing professional guidance on the application of social care legislation.</li> </ul>
<p><b>Key external contacts:</b> <i>Organisations</i></p>	<p>Service users, Carers, voluntary sector providers, private sector providers, pharmacists, National health service, Carers organisations, independent advocacy organisations, professional regulatory bodies, own professional organisations</p>
<p><b>Key internal contacts:</b> <i>Job titles or groups of staff</i></p>	<p>Health and social care colleagues and professionals, housing, police, specialist support services.</p>
<p><b>Other considerations:</b> <i>E.g. working patterns</i></p> <p>Adopts a flexible approach within the working environment</p> <p>Promotes an integrated ethos in the workplace</p>	<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, health settings and in peoples home environment</li> <li>• Carry out new assessments within the team and take part in any service rotas as required.</li> <li>• You will need to work alongside both health 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 be smart and presentable at all times in compliance with the current dress code.</li> <li>• Represent the team both locally and nationally as required.</li> </ul>

Key accountabilities and result areas:	
<p>Promotes personalisation agendas</p> <p>Willing to undertake post qualifying training</p> <p>Excellent communication skills</p> <p>Promotes customer service</p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Ensure Information and Advice, Assessments, support planning and reviews are undertaken within the principles of the Care Act 2014.</li> <li>• Provide appropriate early Interventions to prevent long term needs and to promote independence and choice.</li> <li>• Ensure assessments facilitate choice and promote independence by applying the principles of "Personalisation"</li> <li>• Support people and carers to ensure assessments, support plans and reviews are outcome focused and asset based.</li> <li>• You will be encouraged to train as a BIA.</li> <li>• Make autonomous decisions using the legal framework, in assessing under the Care Act and Mental Capacity Act</li> <li>• Ensure people who lack capacity receive appropriate support and if required advocacy to express their views and wishes at any stage of the assessment, support planning or reviewing process.</li> <li>• Produce good written and verbal evidence based reports which are concise, informative and appropriate for organisational requirements.</li> <li>• Monitor progress of work, provision from other agencies and changes linked to each service user to ensure service users and carers needs have been met</li> <li>• To seek advice and consult with senior staff in relation to, funding authorisations, specialist equipment and major adaptations.</li> <li>• Ensure service users and carers are fully aware and understand the Council's financial assessment and personal contribution process for charging.</li> <li>• Maintain high professional standards in accordance with the Health and Care Professions Council standards of proficiency for social workers.</li> <li>• Raise and address issues of poor or unsafe practice through organisational channels.</li> <li>• Actively seek and act upon customer feedback positively by making changes to practice in order to improve service delivery for service users and the delivery of an integrated service.</li> <li>• Keep up to date with current legislative, professional and good practice initiatives; accurately interpreting the application if relevant policies and procedures.</li> </ul>
General accountabilities and responsibilities	
<p><b>Green Statement</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. 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>

<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></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 defining employees' access to and use of NELFT and the Council's 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>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></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>
<b>Safer Working</b>	<p><b>This will involve:</b></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>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Council's strong commitment to achieving equality of opportunity and outcomes 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>
<b>Customer Care</b>	<p><b>This will involve:</b></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>
<b>Health and Safety</b>	<p><b>This will involve:</b></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 defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></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>
<b>Flexibility</b>	<p><b>This will involve:</b></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>

## Health and Care Professions Council (HCPC) Standards of Proficiency for Social Workers in England

The Health and Care Professions Council (HCPC) has published its ***Standards of Proficiency for Social Workers in England***, which set out what practitioners should know, understand and be able to do in order to register with the HCPC, maintain registration and practice as a Social Worker. There are 15 Standards (all with sub-sections) which are listed below.

Social Workers must:

- Be able to practice safely and effectively within their scope of practice.
- Be able to practice within the legal and ethical boundaries of their profession.
- Be able to maintain fitness to practice.
- Be able to practice as an autonomous professional, exercising their own professional judgment.
- Be aware of the impact of culture, equality and diversity on practice.
- Be able to practice in a non-discriminatory manner.
- Be able to maintain confidentiality.
- Be able to communicate effectively.
- Be able to work appropriately with others.
- Be able to maintain records appropriately.
- Be able to reflect on and review practice.
- Be able to assure the quality of their practice.
- Understand the key concepts of the knowledge base relevant to their profession.
- Be able to draw on appropriate knowledge and skills to inform practice.
- Be able to establish and maintain a safe practice environment.

Once registered with the HCPC, Social Workers will be required to meet the standards relevant to their area of practice. They will also have to meet the HCPC's standards of conduct, performance and ethics.

The Standards of Proficiency will be subject to on-going review by the HCPC and updates to ensure they continue to develop and change with the social work profession. The Standards have also been designed to complement the Professional Capabilities Framework (PCF), which is overseen by the College of Social Work and sets out the key capabilities expected of Social Workers as they develop throughout their career.

## Person Specification

Job Title:	Social Worker (Level 1)		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	Professional Social work qualification as recognised by the HCPC	A	3
	Current HCPC registration	A	3
	Evidence of CPD	A	2
	Evidence of completion of AYSE programme or willingness to complete	A	2
	Completed or willingness to complete trusted assessor training	A	2
	Willingness to train to gain the Best Interest Assessor award qualification.	A	2
Minimum experience/ knowledge/ skills:	Demonstrate a sound understanding and knowledge of health and social care processes and responsibilities in line with the Care Act 2014.	A – I-T	3
	Evidence a clear understanding of the principles and benefits of integrated working for self, the service user and carers.	A – I-T	3
	Ability to work with vulnerable service users and carers to assess their needs and circumstances and support them to make informed decisions and choices.	A I	3
	Ability to assess, support plan, review and evaluate health or social care practice and interventions with service users and carers.	A – I-T	3
	Demonstrate knowledge of relevant physical health and/or mental health conditions that impact upon service users and carers.	A – I-T	3
	Ability to assess and manage risk, balancing rights and responsibilities of service users and carers.	A – I-T	3
	Demonstrate professional judgement in understanding and applying the safeguarding standards that underpin all safeguarding activity.	A – I-T	3
	Ability to assess in relation to Mental Capacity Act and deprivation of liberty safeguards legislation.	A – I-T	3
	Ability to write court reports and providing professional evidence.	A - I	3
	Current knowledge of health and social care legislation.		
	Ability to work in a multi- disciplinary, multi- agency setting.	A – I-T	3
	Ability to reflect and learn from own behaviour and feedback, identifying impact of actions on others.	A - I	3
	Ability to manage and prioritise own workload and meet agreed deadlines and targets.	A – I-T	3
	Personal and professional demeanour which generates credibility and confidence amongst staff, managers and stakeholders.	A – I-T	3
	To take responsibility for own decisions on routine work and recognise the need to contribute and support service and management decisions.	A - I	3
	Minimum competencies: Customer focus	Commitment to empowering service users and their carers to achieve maximum independence and achieving identified outcomes.	A - I
To prevent, reduce and delay needs by signposting, providing information and advice, early intervention and Reablement.		A – I-T	3
Understanding of how service user/carers feedback can impact and influence service delivery and improve performance. Ensure outcome focused, asset based approach is used in all areas of work with service users and carers.		A – I-T	3

<b>Communicating and influencing</b>	<ul style="list-style-type: none"> <li>• Use effective communication skills, both verbal and written.</li> <li>• Use recording and reporting procedures, including the use of information and communication technology, to produce records and reports.</li> <li>• Use professional assertiveness to justify decisions and uphold professional social care practice, values and ethics</li> </ul>	A – I-T	3
		A-I-T	3
		A – I-T	3
<b>Building relationships, working together and in partnership</b>	<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>• Provides professional expertise in a range of forums.</li> <li>• Shares knowledge and skills with colleagues as appropriate.</li> </ul>	A - I	3
		A - I	3
		A - I	3
<b>Respecting &amp; implementing diversity</b>	<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> </ul>	A – I-T	3
<b>Planning, organising &amp; achieving results</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise and plan to make best use of resources.</li> <li>• Willingness to undertake further learning and development opportunities as agreed with your supervisor and in line with the service model.</li> </ul>	A - I	3
		A - I	3
<b>Embracing change</b>	<ul style="list-style-type: none"> <li>• Ability to critically reflect upon own practice and performance using supervision, performance reviews, appraisals and support systems.</li> <li>• Ability to develop effective working relationships with Health and Social Care colleagues to improve services for people.</li> </ul>	A – I-T	3
		A - I	3
<b>Managing and developing people</b>	<ul style="list-style-type: none"> <li>• Mentor and support unqualified staff, students and people who are on work placements.</li> </ul>	A - I	2
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>• Demonstrate a basic knowledge of specialist equipment, adaptations and rehabilitative techniques and how they can meet the needs of service users and carers.</li> <li>• To demonstrate an understanding of a commitment to Redbridge's Equal Opportunities Policy in both 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-T	2
		A - I	3
		A - I	3
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	