Health and Adult Social Services
Social Worker (Level 3)

Integrated Health and Social Care team

Job Description and Person Specification
April 2016

Job Description

Job Title:	**Social Worker (Level 3)**
Department:	Health and Adult Social Services
Function:	
Team:	Redbridge Cluster Team
Post number:	
Grade:	LBR 11
Hours/weeks:	36 hours
Base location:	Flexible across health and social care buildings within Redbridge
Reports to: *Job title*	Integrated Team Manager
Responsible for: *Job titles of direct reports*	Will be responsible for supervision, mentoring, and supporting qualified and unqualified staff, trainees, work placement employees and students.
Role purpose and role dimensions: *Overview of the job* Complex case management Expert understanding of legislation and practice. Supports Team Development Manages risk and safeguarding Deploys a wide range of practice models.	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. 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. The primary purpose of this role is to: • Undertake complex, holistic, person-centred assessments, care and support planning and reviews of people and carers with a range of complex needs, working within an integrated team using a multi-disciplinary framework. • Expert 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. • Provide a person-centred service which enables people to optimise and maximise their abilities, by utilising a strengths-based model and whole family approach to all interventions. • Support people 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 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. • Manages the allocation of resources required to maintain independence through the use of Personal Budgets and explores all options that are available to people. • Develop and maintain high professional standards, within your role and service and promote integrated working methods within the service. • Take the lead in representing your team in working groups to develop service and practice improvements. • Actively contribute to maintaining quality standards, and ensure self and staff development is maintained.

	• Manage, plan, prioritise and progress cases of high complexity, seeking support and suggesting resolutions for workload difficulties with due regard to service standards, targets and timescales. • Maintain clear communication with service users concerning expectations and progress; engage with concerns and resolve conflicts. • Lead and actively promote effective communication within the team and with colleagues internal and external of the organisation. • Provide a wide range of information and advice to people in order to promote independence in the Community. • Demonstrate a high level of knowledge of assessment and evaluation of 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. • Assess for and arrange delivery/instillation and review for minor equipment, adaptations and non-complex assistive technology, which will maximise the person's independence in line with Trusted Assessor guidelines. • 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. • Use expert knowledge and skills to develop and advise on rehabilitation plans, promoting choice and independence. • Support the team to meet performance requirements and outcomes and ensure data is recorded in line with organisational requirements. • Demonstrate expert analytical skills and professional judgment in dealing with cases, using a wide range of evidence-based practice to deliver holistic interventions. • Expert understanding of The Mental Capacity Act and undertake Best Interest Assessments in line with deprivation of Liberty safeguards. • Have an in-depth awareness and understanding of how legislation impacts on practice. • Be responsible for managing highly complex safeguarding issues and ensure they are progressed in line with the Council's and Health's policies and procedures. • Write court reports for the Court of Protection, magistrate and County Court in line with statutory duties and attends court to provide expert professional evidence as required.
Supports and Supervises junior members of staff Maintains professional partnerships Responsibly Manages team resources	• Promote and implement social care principles and practices within an integrated setting with health, providing highly skilled professional guidance on the application of social care legislation. • Support, mentor, and supervise newly qualified staff, junior staff and unqualified staff within the team. • Chair meetings and case conferences and multi-disciplinary meetings as required. • To participate in staff recruitment in accordance with organisational policies and procedures. • Undertake project work, and use research findings and statutory guidance to develop social care practice within the team and learning forums. • Support the Senior Practitioner in the team as required with managing resources and workload of the team. • Keep up to date with current legislative, professional and good practice initiatives; accurately interpreting the application of relevant policies and procedures.
Key external contacts: *Organisations*	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: *Job titles or groups of staff*	Health and social care colleagues and professionals, housing, police, specialist support services

Other considerations: *E.g. working patterns* Adopts a flexible approach within the working environment Promotes an integrated ethos in the workplace	• You may be required to work at any Council or Health site and adopt agile working. • Work will primarily be undertaken in community settings, health settings and in people's home environment. • Carry out new assessments within the team and take part in any service rotas as required. • You will need to work alongside both health and social care policies and procedures. • 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. • Work within a flexible, agile manner, which may include weekend and evening working depending upon the needs and development of the service. • To promote the social care role within an integrated setting with health. • To be smart and presentable at all times in compliance with the current dress code. • Represents the team both locally and nationally as required.
Key accountabilities and result areas:	**Key elements:**
Promotes personalisation agendas Willing to undertake post qualifying training Excellent communication skills Promotes customer service	**This will involve:** • Ensure Information and Advice, Assessments, support planning and reviews are undertaken within the principles of the Care Act 2014. • Provide appropriate in-depth early Interventions to prevent long term needs and to promote independence and choice. • Ensure assessments facilitate choice and promote independence by applying the principles of "Personalisation". • Provide in-depth support to people and carers to ensure assessments, support plans and reviews are outcome focused and asset based. • You will be a qualified BIA and/or AMPH, or will be expected to obtain the qualification within an agreed timescale. • Make autonomous decisions using the legal framework, in assessing under the Care Act and Mental Capacity Act • 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. • Produce excellent written and verbal evidence based reports which are concise, informative and appropriate for organisational requirements. • 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. • To seek advice and consult with senior staff in relation to, funding authorisations, specialist equipment and major adaptations. • Ensure service users and carers are fully aware and understand the Councils financial assessment and personal contribution process for charging. • Maintain high professional standards in accordance with the Health and care Professions Council standards of proficiency for social workers. • Raise and address issues of poor or unsafe practice through organisational channels. • 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.
General accountabilities and responsibilities	

Green Statement	**This will involve:** • 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.
Data Protection/Confidentiality	**This will involve:** • 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. • 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. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	**This will involve:** • 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.
Safer Working	**This will involve:** • 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.
Equalities	**This will involve:** • 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 undertaken any appropriate training and to challenge any prejudice and discrimination.
Customer Care	**This will involve:** • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	**This will involve:** • Being responsible for your own Health & 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.
To contribute as an effective and collaborative member of the team	**This will involve:** • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	**This will involve:** • 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.

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 safety 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 3)**		
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	3
	• Experience of supervising staff.	A - I	3
	• Qualified as a Best Interest Assessor and/or an Approved Mental Health Professional, or able to obtain the qualification within an agreed timescale.	A	3
	• Minimum of two year post qualification experience in a statutory role.	A - I	3
	• Completed or willingness to complete Trusted assessor Training	A	2
Minimum experience/ knowledge/ skills:	• Demonstrate in-depth and high level of knowledge and experience of health and social care processes and responsibilities in line with the Care Act.	A – I -T	3
	• Evidence an in –depth level of understanding of the principles and benefits of integrated working for self, service users and carers.	A – I - T	3
	• Experience of working with vulnerable service users and carers with complex needs, to assess their needs and circumstances and support them to make informed decisions and choices.	A - I	3
	• In-depth level of experience in assessing, support planning, reviewing and evaluating health or social care practice and interventions with service users, carers who have complex needs.	A – I - T	3
	• Demonstration of evidence based decision making.	A – I - T	3
	• Demonstrate an in-depth level of knowledge and experience of working with relevant physical health and/or mental health conditions that impact upon service users and carers.	A – I - T	3
	• Experience of assessing and manage risk, balancing rights and responsibilities of service users and carers.	A – I -T	3
	• Demonstrate use of professional judgement in understanding and applying the safeguarding standards that underpin all safeguarding activity.	A – I -T	3
	• Experience of complex work in relation to Mental Health Act, Mental Capacity Act and deprivation of liberty safeguards legislation.	A – I - T	3
	• Experience of writing legal reports and attending court to provide expert professional evidence.	A - I	3
	• Experience of working in a multi- disciplinary, multi- agency setting.	A - I	3
	• Evidence the ability to reflect and learn from own behaviour and feedback, identifying impact of actions on others and improving practice.	A – I -T	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	3
	• To take responsibility for own decisions on routine work and recognise the need to contribute and support service and management decisions.	A – I -T	3
	• Experience of supervising and mentoring staff.	A - I	3

Minimum competencies: Customer focus	• Commitment to empowering service users and their carers to achieve maximum independence and achieving identified outcomes. • High level of skill to effectively negotiate on behalf of service users and carers. • To prevent, reduce and delay needs by signposting, providing information and advice, early intervention and Reablement. • Evidence an in-depth understanding of how service user/carer 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. • Demonstrates an in-depth understanding of evidence based practice and makes sound decisions on complex cases.	A - I A – I - T A – I-T A – I-T A – I-T A – I-T	3 3 3 3 3 3
Communicating and influencing	• High level of communication skills, both verbal and written and adapts them accordingly. • Use recording and reporting procedures, including the use of information and communication technology, to produce records and reports. • Use professional assertiveness to justify decisions and uphold professional social care practice, values and ethics.	A – I -T A – I-T A - I	3 3 3
Building relationships, working together and in partnership	• Experience of developing and delivering highly effective working practices within the team and with a range of service providers from both statutory, health and voluntary agencies. • Provides professional expertise at a range of meetings. • Shares knowledge and develops skills with colleagues.	A - I A - I A - I	3 3 3
Respecting & implementing diversity	• Knowledge of a range of issues surrounding service provision in a diverse environment and a determination to promote equality in policy and practice.	A – I -T	3
Planning, organising & achieving results	• Ability to work autonomously, prioritise and plan at short notice to make best use of resources. • Willingness to undertake further learning and development opportunities as agreed with your supervisor and in line with the service model.	A - I A - I	3 3
Embracing change	• Critically reflects upon own practice and performance using supervision and support systems to improve practice. • Pro-actively develop effective working relationships with Health and Social Care colleagues to improve services for people.	A - I A-1	3 3
Managing and developing people	• Experience of supervising, mentoring and supporting qualified and unqualified staff, trainees and students.	A - I	3
Special conditions:	• Demonstrate a good knowledge of specialist equipment, adaptations and rehabilitative techniques and how they can meet the needs of service users and carers. • 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. • You may be required to work outside normal office hours on occasions.	A – I -T A - I A - I	3 3 3
Signature of Employee:	**Name:**	**Date:**	