

Health and Adult Social Services

Social Worker (Level 2)

Integrated Health and Social Care team

Job Description and Person Specification
April 2016

Job Description

Job Title:	Social worker (Level 2)
Service Area:	Health and Adult Mental health Social Services
Function:	
Team:	Redbridge Home Treatment Team
Post number:	
Grade:	QSW
Hours/weeks:	36 hours Flexible Shift patterns
Base location:	Tantallon house – Goodmayes Hospital 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>	Will be responsible for the supervision and mentoring , unqualified staff, trainees, work placement employees, and students
Role purpose and role dimensions: <i>Overview of the job</i>	<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"> • Undertake advanced 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. • Advanced 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 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 the 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. • Contribute to maintaining quality standards, and ensure self and staff development is maintained.
Advanced case management	
Advanced understanding of legislation and practice	
Supports Team Development	
Manages risk and safeguarding	
Deploys a wide range of practice	

models.	
Supports and Supervises junior members of staff	
Maintains professional partnerships	
Responsibly Manages team resources	<ul style="list-style-type: none"> • Manage, plan, prioritise and progress cases of advanced complexity, seeking support and suggest 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. • 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. • 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. • 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. • 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 advanced 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 ability to use advanced analytical skills, using professional judgment to deliver holistic interventions using a wide range of evidenced-based practice. • Advanced understanding of The Mental Capacity Act and where qualified, undertake Best interest Assessments in line with deprivation of Liberty safeguards. • Have an advanced awareness and understanding of how legislation impacts on practice. • Be responsible for managing 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. • Promote and implement social care principles and practices within an integrated setting with health, providing 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.
Key external contacts: <i>Organisations</i>	Service users, Carers, 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 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	<ul style="list-style-type: none"> • 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 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:
<p>Promotes personalisation agendas</p> <p>Willing to undertake post qualifying training</p> <p>Excellent communication skills</p> <p>Promotes customer service</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Ensure Information and Advice, Assessments, support planning and reviews are undertaken within the principles of the Care Act 2014. • Provide appropriate 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". • Support people and carers to ensure assessments, support plans and reviews are outcome focused and asset based. • You will be expected to train as a BIA and/or an AMPH. • 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 high level 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. • Undertake project work and use research findings and statutory guidance to develop social care practice. • Keep up to date with current legislative, professional and good practice initiatives; accurately interpreting the application of relevant policies and procedures.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> • 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	<p>This will involve:</p> <ul style="list-style-type: none"> • 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	<p>This will involve:</p> <ul style="list-style-type: none"> • 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	<p>This will involve:</p> <ul style="list-style-type: none"> • 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	<p>This will involve:</p> <ul style="list-style-type: none"> • 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.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> • 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	<p>This will involve:</p> <ul style="list-style-type: none"> • 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	<p>This will involve:</p> <ul style="list-style-type: none"> • 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.

Person Specification

Job Title:	Social Worker (Level 2)		
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 SW England.	A	3
	• Current SW England registration.	A	3
	• Evidence of CPD.	A	2
	• Completed, or willingness to complete, training to become a Best Interest Assessor and/or an Approved Mental Health Professional.	A	2
	• Minimum of one year post qualification experience in a statutory role.	A	3
	• Completed, or willingness to complete, Trusted assessor Training.	A	2
Minimum experience/ knowledge/ skills:	• Demonstrate a good level of knowledge, understanding and experience of health and social care processes and responsibilities in line with the Care Act.	A – I -	3
	• Evidence a clear understanding of the principles and benefits of integrated working for self, service users and carers.	A – I-	2
	• 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
	• Experience of assessing, support planning, reviewing and evaluating health or social care practice and interventions with service users and carers who have complex needs.	A – I -	3
	• Demonstration of evidence based decision making.	A – I -	3
	• Demonstrate a good 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-	3
	• Ability to assess and manage risk, balancing rights and responsibilities of service users and carers.	A – I-	3
	• Demonstrate professional judgement, understanding and applying the safeguarding standards that underpin all safeguarding activity.	A – I-	3
	• Experience of work in relation to Mental Health Act, Mental Capacity Act and deprivation of liberty safeguards legislation.	A – I-	3
	• Experience of writing legal reports and attending court to provide expert professional evidence.	A – I	2
	• Experience of working in a multi- disciplinary, multi- agency setting.	A – I	2
	• Ability to reflect and learn from own behaviour and feedback, identifying impact of actions on others and improving practice.	A – I-	2
	• Ability to manage and prioritise own workload and meet agreed deadlines and targets.	A – I-	2
	• Personal and professional demeanour which generates credibility and confidence amongst staff, managers and stakeholders.	A – I	2
	• To take responsibility for own decisions on routine work and recognise the need to contribute and support service and management decisions.	A – I-	2
	• Experience of supervising and mentoring staff.	A – I	2

Minimum competencies: Customer focus	<ul style="list-style-type: none"> Commitment to empowering service users and their carers to achieve maximum independence and achieving identified outcomes. 	A - I	2
	<ul style="list-style-type: none"> Experience of negotiating on behalf of service users and carers. 	A - I-	2
	<ul style="list-style-type: none"> To prevent, reduce and delay needs by signposting, providing information and advice, early intervention and Reablement. 	A - I-	2
	<ul style="list-style-type: none"> Evidence an 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. 	A - I	2
Communicating and influencing	<ul style="list-style-type: none"> Uses a range of effective communication skills, both verbal and written and adapts them accordingly. 	A - I-	2
	<ul style="list-style-type: none"> Use recording and reporting procedures, including the use of information and communication technology, to produce records and reports. 	A - I-	3
	<ul style="list-style-type: none"> Use professional assertiveness to justify decisions and uphold professional social care practice, values and ethics. 	A - I	2
Building relationships, working together and in partnership	<ul style="list-style-type: none"> Able to develop and deliver effective working practices within the team and with a range of service providers from both statutory, health and voluntary agencies. 	A - I	2
	<ul style="list-style-type: none"> Provides professional expertise at a range of meetings. 	A - I	2
	<ul style="list-style-type: none"> Shares knowledge and develops skills with colleagues. 	A - I	3
Respecting & implementing diversity	<ul style="list-style-type: none"> 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-	3
Planning, organising & achieving results	<ul style="list-style-type: none"> Demonstrate ability to prioritise and plan at short notice to make best use of resources. 	A - I	2
	<ul style="list-style-type: none"> Willingness to undertake further learning and development opportunities as agreed with your supervisor and in line with the service model. 	A - I	3
Embracing change	<ul style="list-style-type: none"> Critically reflects upon own practice and performance using supervision and support systems to improve practice. 	A - I-	3
	<ul style="list-style-type: none"> Ability to develop effective working relationships with Health and Social Care colleagues to improve services for people. 	A - I	2
Managing and developing people	<ul style="list-style-type: none"> Supervise, mentor and support qualified and unqualified staff, professional staff, trainees and students. 	A - I	2
Special conditions:	<ul style="list-style-type: none"> Demonstrate a good knowledge of specialist equipment, adaptations and rehabilitative techniques and how they can meet the needs of service users and carers. 	A - I	2
	<ul style="list-style-type: none"> 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. 	A - I	3
	<ul style="list-style-type: none"> You may be required to work outside normal office hours on occasions. 	A - I	3
Signature of Employee:	Name:	Date:	