

# Job description

**Title:** Social Worker

**Post no:**

**Department:** Population Wellbeing

**Division:** Adult Social Care

**Responsible to:** Deputy Team Manager / Senior Practitioner

**Grade:** M1

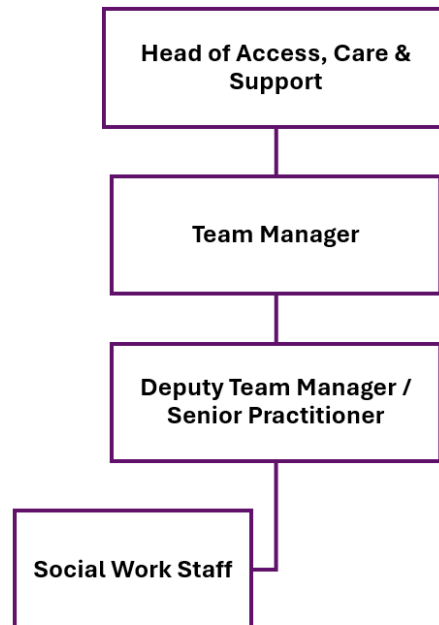
**Purpose of post:**

The key priorities of the Adult Social Care Strategy are:

- ensuring people at risk of harm and abuse are safe
- creating resilient caring places and communities that support people to stay well connected
- co-producing with individuals the early support they need to stabilise and maximise their independence to improve their wellbeing
- enabling people to live independently through strength-based practice, digital solutions and community-based options
- developing a highly skilled, fluid and resilient workforce to meet the needs of the community
- working with people to create greater personal choice and control over how people achieve their long-term care and support options
- strengthening our partnerships and connections with internal and external partners to embed an all-age disability service

To promote and ensure strength-based practice and personalised proportionate approach to meeting needs is undertaken throughout Adult Social Care Pathways. To enable people to meet their desired outcomes, maximise their independence and maintain wellbeing, driving an understanding of Making It Real, Making Safeguarding Personal and asset-led neighbourhood approaches. To cover across the service area as the needs of the service dictate.

## Organisation chart



## Principal responsibilities

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | %   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 1. Complete professional strength based and holistic assessments of need and risk for highly complex and challenging cases in respect of customers and carers using the council's eligibility criteria. This will include safeguarding cases and undertaking AMHP and BIA assessments. This involves: <ul style="list-style-type: none"><li>• Undertaking statutory duties under the Care Act 2014, Mental Health Act 1983 and Mental Capacity Act 2005, other legislation and guidance relating to customers and carers and maintaining professional registration</li><li>• Overseeing a duty role as necessary and prioritising level of intervention (including allocating initial assessments to social care staff) as appropriate</li><li>• Keeping appropriate case records, statistics and information utilising Council computer case recording systems, and other IT systems where required.</li><li>• Providing reports for Court and other purposes, meeting the needs of internal/external agencies and complying with the council's policies and procedures</li><li>• Working with other professionals and partners to achieve effective joint working through initiatives that require a multi-agency approach, participating in and organising and chairing multi agency meetings</li><li>• Undertaking training and keeping up to date to with legislative changes and best practice</li></ul> | 65% |
| 2. Coach, develop, mentor and provide support on case work issues to a group of unqualified staff / Social Care Assessors. Providing effective leadership, support and challenge to enable them to undertake assessments, including risk assessments, complete required processes and case recording / presentation and support customers and carers with support planning and review tasks. This involves:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 25% |

- Ensuring that customers and carers are involved in timely assessment and support planning and review processes
  - Ensuring needs are met through negotiation with customers and their carers and consultation with professional colleagues, and that Support Plans are person centred and focused on individual outcomes, meet assessed needs, address risks, promote independence and choice, respect customers dignity and rights and meet their cultural needs
  - Checking that support plans (or care packages) provide value for money and meet assessed needs and outcomes identified by the user and take account of any changing needs at review.
  - Ensuring there is engagement with other professionals and partners to achieve effective joint working through initiatives that require a multi-agency approach
  - Ensuring the provision of an effective service to local people by maintaining high standards of professional practice and implementing quality assurance systems
  - When necessary and subject to accreditation, carry out, if required the role of practice teacher for students on professional qualifying courses
3. Undertake research (including benchmarking) or development work on specific issues or problems as required by your manager and inform colleagues of the likely benefit and cost of different options. (This overlaps with tasks identified under 1 and 2 above and is intended to reflect the additional time this may require) 5%
4. Contribute to the development of Directorate projects or strategic plans and or borough wide and neighbourhood projects as required 5%

## Dimensions

**Supervisory management:** No direct line management responsibility for staffing, but for providing coaching and mentoring on case work issues to unqualified workers (social care assessors and or rehabilitation workers) who are part of the multi-disciplinary team and also providing advice to staff and students.

**Financial resources:** Although not a budget holder the postholder will be expected to develop, challenge and review arrangements for support and care which may involve expenditure of many thousands of pounds. As part of a team he/she will need to contribute to ensuring that the team's budget is properly and effectively managed.

**Physical resources:** IT equipment

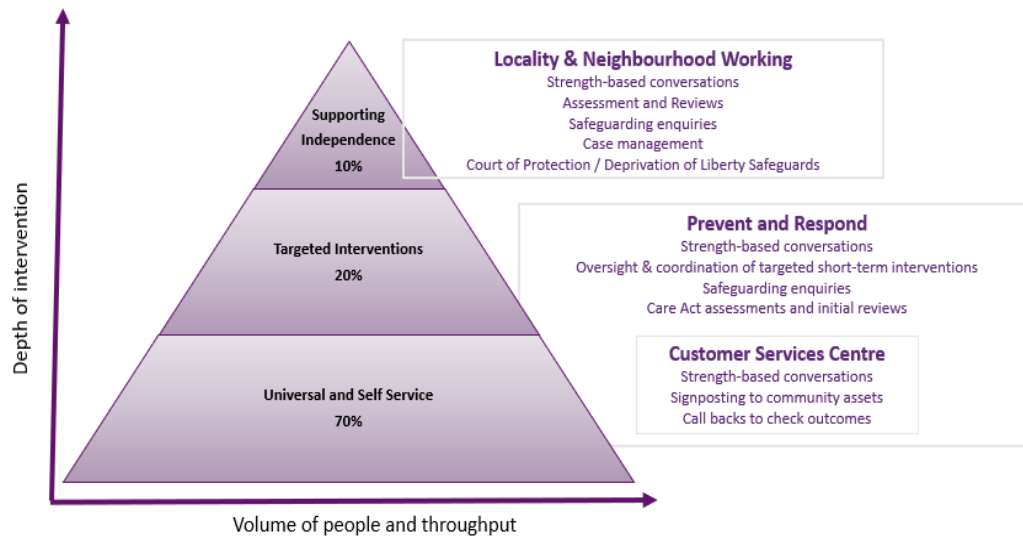
## Context

The post will sit within the Access, Care and Support strand of Adult Social Care. The service is undergoing significant transformational change in order that it can respond to a range of external factors. The Care Act 2014 has presented challenges to existing processes and thinking for professionals working within the Adult Care Sector.

The Adult Social Care Target Operating Model (TOM) aims to support our aspiration of resolving more referrals at the point of contact and reducing the need for longer term services. This will result in the following benefits:

JE OCA OCT 2025 EH

- improvement in waiting times
- improvements to customer pathways
- increase in independence
- improved customer experience



The localities are positioned to ensure we are working closely with neighbourhoods to enhance our use of community assets and resources. You will support the successful implementation of the TOM and ensure Standard Operating Procedures are in place.

Adult Social Care is committed to the delivery of a strengths-based approach which seeks to realise and build on strengths and resources, supporting people to maximise their independence. Adult Social Care cannot work in isolation and sees neighbourliness and neighbourhoods as the 'glue' that holds communities together, not services. Alongside other council departments, VCSE and health, it will embrace new ways of working to support people, building community resources of all types and incorporating a strength-based approach to meet the legislative requirements of the Care Act 2014.

You will promote strength-based personalised care pathways ensuring choice and control for all eligible individuals. The postholder will collaborate with others to influence and shape the local community offer, to promote social inclusion and accessibility. Evolving collaborative approaches with other agencies and partners, promoting an integrated approach to service delivery. Participating in identifying unmet needs, and approaches that could better meet the diversity in Luton and inputting into service development lead by strategic commissioning.

You will be expected to work across the ASC Pathways when required to deputise for colleagues, contribute to service development and support line management as and when required.

The postholder will be expected to support Luton's 2040 ambitions, and its Fairness Strategy to reduce inequality in the borough, embracing anti-discriminatory and anti-racist practice.

**Safeguarding Statement: All staff are expected to:**

- work in accordance with the Care Act 2014 and its principles
- work in accordance with the Mental Capacity Act 2005 and its principles
- work to the ethos of Making Safeguarding Personal
- ensure that any suspected abuse of an adult at risk is reported in accordance with the Adult Safeguarding Policy and Procedure
- promote awareness of the Adult Safeguarding Policy and the Mental Capacity Act
- safeguard adults at risk of abuse or neglect by promoting their health and wellbeing, dignity and respect
- promote the prevention of abuse of adults and carers
- ensure any provider service concerns are reported to the Commissioning, Quality & Care Placement Team

Ensure that policies, procedures and activities are revised and/or implemented in a way that makes sure of equality for all in the way the service is delivered and also reflects the council's commitment to work in active partnership with the community to regenerate Luton and improve the quality of life for all its citizens.

**DBS Requirement (Enhanced):**

Because of the nature of this job, an enhanced level of criminal record disclosure needs to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

**Additional information****Physical effort:**

Some exposure to emotional strain, dealing with angry and distressed service users and carers / families for which supervision and support is given

**Working environment (Hybrid):**

The post is based in a shared office within an open plan office with hot desks. There will be opportunities to complete some work from home and or to undertake some tasks from other locations.

The postholder will need to maintain contact with members of the team they are responsible for and should be available for, advice and decision making by team members and consultation by other colleagues.

The postholder will need to attend and chair frequent meetings in a variety of locations and will have to deal with service users, carers and families in crisis.

## Person specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

| Attributes        | Essential                                                                                                                                                                                                                                                     | How measured | Desirable                                                                                                                                    | How measured |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Experience</b> | Demonstrable post qualifying experience in social/health care field                                                                                                                                                                                           | 1,2          | Experience of managing and supervising staff                                                                                                 | 1,2          |
|                   | Demonstrable experience of coaching/ mentoring/developing                                                                                                                                                                                                     | 1,2          | Experience of working with adults with dementia, sensory impairments, mental health, autism, learning disabilities and physical disabilities | 1,2          |
|                   | Demonstrable experience of working work with and challenging cases - with access to support and supervision - where there may be issues of vulnerability and risk and where crisis intervention may be required in compliance with health and safety policies | 1,2          |                                                                                                                                              |              |
|                   | Experience of the customer interface environment and demonstrable commitment to customer satisfaction including knowledge of the different adult client groups                                                                                                | 1,2          |                                                                                                                                              |              |
|                   | Experience of advocacy and user involvement issues including promoting the involvement of people in developing their own care/support plans                                                                                                                   | 1,2          |                                                                                                                                              |              |
|                   | Significant experience of collaborative, partnership and inter-agency working                                                                                                                                                                                 | 1,2          |                                                                                                                                              |              |

|                  |                                                                                                                                                                                                                                                                                                                                             |       |                                                                                   |     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-----|
| Skills/abilities | <b>Self-motivating and managing, high achiever, dynamic and innovative, able to work as part of a team and meet strict deadlines and targets</b>                                                                                                                                                                                            | 1,2   | Able to undertake the role of practice teacher for students on qualifying courses | 1,2 |
|                  | Able to undertake AMHP and or BIA assessments                                                                                                                                                                                                                                                                                               | 1,2   | Ability to lead and chair multi-disciplinary meetings.                            | 1,2 |
|                  | <b>Able to quality control and assure services</b>                                                                                                                                                                                                                                                                                          | 1,2   |                                                                                   |     |
|                  | Able to promote the benefits of working together as one multi-disciplinary team and one department to minimise duplication and make best use of scarce resources                                                                                                                                                                            | 1,2,5 |                                                                                   |     |
|                  | <b>Able to advise, guide, assist, supervise to direct work, coach, develop and mentor the case work practice of Social Care Assessors. Including evidence of ability to evaluate alternative lines of action, identify degrees of priority and urgency and make creative and sound judgments in providing solutions on case work issues</b> | 1,2,5 |                                                                                   |     |
|                  | Able to make professional judgements, accept the consequences of own actions and negotiate resources in a multi-disciplinary setting                                                                                                                                                                                                        | 1,2   |                                                                                   |     |
|                  | Able to communicate effectively (orally and in writing) and work with customers, carers and with a wide range of other professionals                                                                                                                                                                                                        | 1,2   |                                                                                   |     |
|                  | Able to maintain high quality records, write clear, concise reports and correspondence dealing with complex issues. This will involve using Council computer database and case recording systems                                                                                                                                            | 1,2   |                                                                                   |     |
|                  | <b>Value for money minded with evidence of ability to creatively design cost effective care packages, being clear about the impact of decisions on costs, implement lean processes and</b>                                                                                                                                                  | 1,2,5 |                                                                                   |     |

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                 |  |  |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|--|--|
|                             | <b>maintain effective administrative and organisational procedures</b><br><br>Able to represent the organisation in court, or a similar setting<br><br>Able to set and maintain the highest standards of personal, professional and ethical behaviour and gain the trust and respect of others<br><br>Demonstrable organisational skills - able to manage periods of competing pressures, conflicting demands and priorities and plan workload in order to meet strict deadlines and targets whilst maintaining excellent standards<br><br>Ability to reflect on own practice and development<br><br>Able to work under pressure                                                      | 1,2<br><br>1,2<br><br>1,2<br><br>1,2<br><br>1,2 |  |  |
| <b>Equality issues</b>      | Demonstrable knowledge and understanding of equality issues and legislation and the ability to integrate equality policies into strategies and service delivery internally & externally<br><br>Knowledge of culturally competent practice                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1,2<br><br>1,2                                  |  |  |
| <b>Specialist knowledge</b> | In depth knowledge and understanding of social care legislation and regulation and how to interpret this in a modern context including: <ul style="list-style-type: none"> <li>• Personalisation</li> <li>• Care Act 2014</li> <li>• Making Safeguarding personal</li> <li>• MCA DoLS</li> <li>• Multi-disciplinary complex case work</li> <li>• CQC Care Standards</li> <li>• No recourse to public funds</li> <li>• Transition</li> <li>• Transforming Care</li> <li>• Continuing Healthcare</li> <li>• Rehabilitation &amp; Reablement</li> <li>• Telecare &amp; Other Technologies</li> <li>• Knowledge of and application of the Early Help &amp; Preventative agenda</li> </ul> | 1,2, 3/5                                        |  |  |

|                               |                                                                                                                                                                           |     |                                                                                                   |     |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------|-----|
|                               | Ability to support staff working with complex family dynamics                                                                                                             | 1,2 |                                                                                                   |     |
| <b>Education and training</b> | <b>BSC, Dip SW or CQSW, (or Foreign qualification where certified by Social Work England) + at least PQ in one relevant area and hold GSCC or equivalent registration</b> | 1,4 | ASW/AMHP, BIA or Practice Teaching award                                                          | 1,4 |
|                               | <b>Current and Valid registration with Social Work England or equivalent professional body</b>                                                                            | 1,2 | Relevant Degree in related area, or management qualification                                      | 1,4 |
|                               | Demonstrable commitment to continuous professional development. Willing to undertake further PQ training                                                                  | 1,4 | Knowledge and application of:<br>RIPHA<br>SCIE<br>CIPHA<br>Social Work Theories & Practice Models |     |
| <b>Other requirements</b>     | Able to visit customers and families in their own homes (regularly)                                                                                                       | 1,2 |                                                                                                   |     |
|                               | Able to work across the different Adult Social Care pathways (                                                                                                            | 1,2 |                                                                                                   |     |
|                               | Able to work outside normal office hours (occasionally)                                                                                                                   | 1,2 |                                                                                                   |     |
|                               | Willingness to do Practice Educator Training                                                                                                                              | 1,2 |                                                                                                   |     |

**1 = Application form**

**2 = Interview**

**3 = Test**

**4 = Proof of qualification**

**5 = Practical exercise**

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The postholder will ensure that the council's policies are reflected in all aspects of his/her work, in particular those relating to:

- Equal opportunities
- Health and Safety
- Data Protection Act (2018) and General Data Protection Regulation (2021)