

**JOB FAMILY ~ People & Communities - Personal Care**

**JOB DESCRIPTION: Newly Qualified Social Worker (Adult Care) – JG7 (Career Grade)**

**Level descriptor – Level 7**

<p><b>Role purpose:</b>                  Expected to undertake specialist or technical assessments/activities and make decisions based on those assessments within a service function using skills that would have been gained through professional qualifications and/or practical experience. Roles at this level are entry level roles for newly qualified professionals who are responsible for creating appropriate work plans/programmes/interventions for self and others. Roles at this level can be involved in supervising/managing the work of others within an overall management framework. It is an expectation of the Newly Qualified social worker to complete the ASYE (Approved Supported Year of Employment) qualification, and upon successful completion to progress to Level 8.</p>	
<p><b>Typical activities</b></p>	<p><b>Knowledge, skills &amp; experience</b></p>
<p>Assess the risk and care needs of service users and develop a framework for care plans/programme of interventions to enable people to have better lives, ensuring the views of the service user are included in all decision making.</p> <p>Manage a caseload of service users to enable them to experience personalised, integrated care and support them to gain or maintain independence and well-being and participate in the life of their communities.</p> <p>Provide support and advice to identified groups or individuals as detailed within the assessment framework and implement or commission planned interventions to address identified need, coordinating and facilitating a wide range of practical and emotional support.</p> <p>Recognise the risk indicators of different forms of abuse and neglect and the impact of these on individuals, their families or support networks and should prioritise the protection of children and adults in vulnerable situations whenever necessary.</p> <p>Take a lead role in developing a range of positive interventions with clearly identified outcomes within an integrated services framework.</p> <p>Participate in duty rotas as required to improve service standards within identified areas of work.</p>	<p>Approved professional qualification relevant to the area of work, as approved by HCPC, giving rise to a variety of technical skills and sound understanding of the services available, legal responsibilities, work practices and processes relevant to the role.</p> <p>Experience of supervising/managing others within the same field of work</p> <p>Knowledge and understanding of safeguarding protocols and the threshold levels for service users groups.</p> <p>Knowledge and understanding of relevant legislation and codes of practice governing specialist areas of work.</p> <p>Ability to analyse designated areas of work and make decisions to improve them.</p> <p>Develop good knowledge and partnership with local community resources.</p> <p>Ability to engage with service users and partner agencies within the relevant codes of practice values (dignity, respect etc) and be able to explain their role as part of the system of health and welfare support to individuals and families.</p> <p>Ability to manage/organise own work to meet agreed deadlines</p> <p>Understanding and recognition of professional &amp; personal boundaries.</p>

<p>Introduce or give information and advice to service users about other services available to them to address other underlying needs. Establish &amp; maintain appropriate links between service users and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p> <p>Communicate effectively with multi agency partners, colleagues and service users, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	<p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of cases held at any one time, impact evaluation of intervention, quality of records, etc  Feedback from service users, colleagues and partner agencies  Key Performance Indicators (where available)  Line manager assessment  Maintain registration with the appropriate professional body for social work</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice to develop self and others  <u>Service user/ outcome focused</u> ~ delivery of service achievement of results through appropriate decision making, evidenced based interventions, personalised care plans  <u>Problem solving &amp; initiative</u> ~ develops solutions, makes links between identified potential issues and possible solutions.  <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others  <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>

## JOB DESCRIPTION: Social Worker (Adult Care) – JM1 (Career Grade)

### Level descriptor – Level 8

<p><b>Role purpose:</b>          Expected to undertake specialist or technical assessments/activities and make decisions within a service function using skills that would have been usually gained through academic or professional qualifications and practical experience. Typically roles at this level deliver a specific service, are part of a collaborative team responsible for professional activities within an overall service and contribute to specific service developments. Roles at this level will often be involved in supervising/managing the work of others or their professional development within an overall management framework. Professionals working at this level will be expected to develop and maintain expertise in areas of practice associated with their roles, and may be working towards a further qualification.</p>	
<p><b>Typical activities</b></p> <p>Assess the risk and care needs of service users and develop a framework for care plans/programme of interventions to meet their needs, managing a complex caseload of service users.</p> <p>Be involved in direct service delivery especially for the more complex cases and the development of service improvements within an integrated service plan.</p> <p>Provide support and advice to identified groups or individuals as detailed within the assessment framework/service programme and implement or commission planned interventions to address identified need within evaluated professional standards</p> <p>Take a lead role in developing a range of specific services or projects with clearly identified outcomes within an overall service plan.</p> <p>Contribute to the supervision, management and development of others and participate in duty rotas as required to improve service standards and achieve service delivery. This may include the mentoring or assessment of Newly Qualified Social workers and/or other support roles.</p> <p>Work in partnership with service users and other agencies to develop and implement multi agency services and initiatives. Establish &amp; maintain appropriate links between service users and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p>	<p><b>Knowledge, skills &amp; experience</b></p> <p>Successful completion of Level 7 Newly Qualified role, with the completion of ASYE (Approved Supported Year Employment) or the equivalent level of work experience level.</p> <p>Approved professional qualification relevant to the area of work which could include DipSW, CSS, or CQSW, (or extensive practical experience of working with service user groups) giving rise to a variety of technical skills and thorough understanding of the principles of the services available, legal responsibilities, work practices and processes.</p> <p>Experience of supervising others' work.</p> <p>Ability to analyse areas of work and make decision to improve them.</p> <p>Knowledge and understanding of safeguarding protocols and the threshold levels for service users groups. Ability to investigate and follow up on potential issues.</p> <p>Ability to engage with service users and partner agencies within the relevant codes of practice values (dignity, respect etc)</p> <p>Ability to manage/organise own work and that of others to meet agreed deadlines</p> <p>Understanding and recognition of professional &amp; personal boundaries.</p>

Communicate effectively with multi agency partners, colleagues and service users, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.	Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).
<b>Performance measures</b>	<b>Competencies</b>
Quantifiable objectives ~ e.g. number of cases held at any one time, impact evaluation of service delivery, quality of records, etc Feedback from service users, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment 360 feedback from staff and colleagues Performance of the team Maintain registration with the appropriate professional body for social work	<u>Team Working</u> ~ cooperation and flexibility, Is able to give and receive constructive criticism and solicits ideas from others <u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, evidenced based interventions, personalised care plans <u>Problem solving &amp; judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, is confident in making decisions within guidelines. <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others to agreed deadlines <u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole and recognises how the actions of others impact on own role. <u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.

### Organisational Context

This is a career graded post. Social workers will be expected to undertake the full range of activities as part of their development. Social workers at level 7 will be given appropriate supervision and support dependent on the complexity of the cases allocated. Progression to level 8 will be dependent on assessments of competence.

### Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

### Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

### Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.