

## Job Description

<b>Management Grouping:</b>	<b>Adult Social Care &amp; Health</b>
<b>Department:</b>	<b>Adult Social Care</b>
<b>Post Title:</b>	<b>Social Worker</b>
<b>Reporting to:</b>	<b>The Social Worker is responsible to the Senior Practitioner(s) for the day-to-day performance of his/her duties to service users within the community / hospital or residential rehabilitation. Overall management of the Team is undertaken by the Team Manager</b>

### **Bexley's Integrated Health and Social Care Teams:**

The integrated services include five teams working closely together with our community geriatrician and local services to support older people and adults with physical and/or mental disabilities. All teams consist of multidisciplinary staff from the London Borough of Bexley, and Oxleas NHS Foundation Trust.

**The Hospital Integrated Discharge Team** is a multidisciplinary team which works to ensure the safe discharge from hospital of Bexley residents. The team have staff based in Queen Elizabeth Hospital Woolwich, Darent Valley Hospital Dartford, Princess Royal University Hospital Farnborough and Lewisham Hospital. Whilst mainly based in Queen Elizabeth Hospital you will provide outreach to the other hospitals in the group.

**Bexley Integrated Rapid Response Team** is a multi-disciplinary team that responds to urgent health and social care needs of Bexley residents in a time of crisis. The team provides rapid holistic assessment of needs within the residents' home, at emergency departments and acute medical units within local hospitals.

### **Main purpose of the job:**

To work with service users and their carers, to promote and maintain their dignity, choice and independence. To assist as part of the multi disciplinary team in improving quality of life by, devising re-enablement programmes to maximise independence and assist with accessing resources to provide practical help, where appropriate.

To give advice and information, and signpost people to appropriate provision in the voluntary and independent sectors.

To facilitate the safe discharge of service users from hospital.

### **Major Duties and Responsibilities:**

To assess the needs of older people and people with physical and learning disabilities or mental health problems, and their carers.

To devise re-enablement programmes, with service users and their carers, which will maximise their ability to function independently.

To devise innovative packages of care in consultation with service users, and carers which respond to individual needs and are managed within the available council budget and resources, including the use of Individual Budgets. To implement services of an emergency, preventive and developmental nature.

To carry out statutory duties, this will include the safeguarding of adults policy and procedures.

To participate in the Social Work emergency duty rota.

To ensure effective and efficient use of time and resources.

To accept and contribute to supervision and guidance within the procedures and policies of the department.

To provide reports and necessary documentation.

To identify shortfalls in resources in meeting service user/community needs.

To follow departmental procedures and guidelines in all aspects of work.

To utilise professional skills and expertise in order to work in a person centred manner with users and carers.

To maintain and develop community and preventative support through direct work and liaison with other agencies both statutory and voluntary.

To make a positive contribution to service development within the Team.

To participate in and contribute to team functioning, goals and objectives.

To maintain high professional standards.

To carry out any other duties as required.

All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

You may be expected to work shifts as part of the integrated service delivery and undertake any other duties as required commensurate with the grading of the post and at the team managers discretion.

The post is exempt from the main provisions of the Rehabilitation of Offenders Act 1974 (Section 4(2)). The general effect of this means that the Act allows you to disclose information about "spent" convictions. (The Act normally allows certain convicted persons who have not been subsequently reconvicted to consider their conviction as "spent"). The exemption has been allowed to try to ensure the protection of certain vulnerable groups of the public in particular circumstances. It is not, therefore, in any way contrary to the Act for you to reveal any information you consider to be relevant to the applicant's suitability for employment. Any such information will be kept in strict confidence.

### **Extract from National Agreement on the prescribed levels**

There are 3 levels of Social Worker, I, II and III. These grades are awarded (by assessment) according to the ability and skills of the individual worker. It is, therefore, not the job content which greatly affects these grades but the grade which affects the job content with, to a large extent, work being allocated to grades according to the perceived needs of the client/ community. Due to the clearly identified nature of a few cases they are not allocated to certain levels on a departmental policy basis ie those likely to effect the liberty of clients.

Within each grade there is also an increasing degree of "professional" autonomy granted to the worker but this does not apply in the work allocation/control areas.

Bexley London Borough considers the following levels prescribed in the National Agreement to be relevant to its fieldwork posts:

#### Level I

Social Workers who under close and regular supervision are expected to manage a caseload; which may include all client groups and all but the more vulnerable individuals or those with complex problems; assess, plan and implement action or treatment. Such Social Workers are not expected to make decisions affecting the liberty of clients or in relation to place of safety orders.

#### Level II

Social Workers who with supervision and advice are expected to manage a caseload which may include the more vulnerable clients or those with complex problems and may be expected to accept responsibility for action in relation to the liberty or safety of clients in emergency situations. They may be expected to concentrate on specific areas of work where such concentration arises primarily from organisational needs and to supervise trainees or staff other than Social Workers.

#### Level III

Social Workers who with access to advice and within normal arrangements for professional accountability are expected to accept full responsibility for managing a caseload which will include the more vulnerable clients or those with particularly complex problems in situations where personal liberty or safety is at stake. Such officers are expected to contribute to the development of other Social Workers. They may be expected to concentrate on specific areas of work requiring more developed skills. They may be expected to contribute to the development of new forms of work or service.

The post is exempt from the main provisions of the Rehabilitation of Offenders Act 1974 (Section 4(2)). The general effect of this means that the Act allows you to disclose information about "spent" convictions. (The Act normally allows certain convicted persons who have not been subsequently reconvicted to consider their conviction as "spent"). The exemption has been allowed to try to ensure the protection of certain vulnerable groups of the public in particular circumstances. It is not, therefore, in any way contrary to the Act for you to reveal any information you consider to be relevant to the applicant's suitability for employment. Any such information will be kept in strict confidence.

## Person Specification

**Management Grouping:** Adult Social Care & Health  
**Department:** Adult Social Care  
**Post Title:** Social Worker

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (A/I/T)*
<b>(a) <u>Education and Formal Training</u></b>		
Certificate of Qualification in Social Work/ Diploma in Social Work/ DIPSW or Social Work Degree	E	A/I
HCPC Registration	E	A/I
Completed the ASYE award (if applicable)	E	A/I
Approved Mental Health Professional Accreditation	D	A/I
Qualified Best Interests Assessor (DOLS)	D	A/I
Qualified Practice Educator Stage 1/2	D	A/I
<b>(b) <u>Experience and Knowledge</u></b>		
Understanding and experience of working with older people, people with disabilities, and long term health conditions and their carers.	E	A/I
Understanding of Equal Opportunities and the principles of Equal Access to services.	E	A/I
Understanding and experience of multi disciplinary working.	E	A/I
Knowledge of National Health and Community Care Act , Mental Capacity Act and other relevant legislation for these client groups.	E	A/I
Knowledge of the principles underpinning Care Management.	E	A/I
Knowledge of social work methods and interventions.	E	A/I
Knowledge of the ageing process and disabling conditions (including mental health needs and dementia).	E	A/I
Working knowledge of relevant national and local resources	E	A/I
Knowledge of Safeguarding Adults and procedures	E	A/I

<p><b>(c) Skills and Abilities</b></p> <p>Able to demonstrate relevant capabilities against the Social Work PCF at the appropriate level</p> <p>Ability to supervise students</p> <p>Ability to work with Carers</p> <p>Ability to travel around the Borough in a timely manner</p> <p>Participation in a Duty system.</p> <p>Willingness to work outside normal office hours.</p> <p>Demonstrate a commitment to the protection and safeguarding of service users</p> <p>English Language Requirements for Public Sector Workers:</p> <ul style="list-style-type: none"> <li>• Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.</li> <li>• Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.</li> <li>• Ability to listen to customers and understand their needs.</li> <li>• Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.</li> </ul>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>I</p>
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\*Selection Method key:

I = Interview

A = Application Form

AT = Ability Test

PQ = Personality Questionnaire

P = Presentation

PE = Practical Exercise

**Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.**

## High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
<b>Innovation</b>	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
<b>Leadership</b>	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
<b>Collaboration</b>	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>
<b>Listening and Responding</b>	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p>

		I empower staff to make decisions and changes to improve value for money, customer service and productivity
<b>Open and Accessible</b>	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
<b>Impact</b>	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>