Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title**: Care Manager1/Social Work Assistant | **Director/Service/Sector**: Children’s Adult Services | **Office Use**  |
| **Band:** 5 | **Workplace**: Area based | JE Ref: 2130HRMS Ref: |
| **Job Purpose**: To provide a care management service within a specific user group where less complex problems are presented for example working with Child in Need cases under the supervision of the Team Manager. You may also work with Social Workers on Child Protection and LAC cases. To provide supervised contact where needed depending on resources and case loads. To assist in practical tasks in other cases. To refer more complex problems to Team Manager. |
| **Resources** Staff |  |  |
|  | Finance | Responsible for the assessment of financial care packages and the provision, monitoring and review of financial support including day care , SGO and Residence Orders. |
|  | Physical | Case-load/notes – laptop provided. To be able to lift childcare seats and fit into a vehicle and also carry young children if required. |
|  | Clients | Contribute to the assessment of needs of the most vulnerable children and families including children with additional and sometimes complex needs. To provide services under the direction of the Team Manager/Social Worker if appropriate in respect of current legislation.To be responsible for a caseload of child in need/adult cases and services.To contribute to the assessments or risk in line with Departmental guidance and statutory requirements. This may include parenting assessments for families. |
| **Duties and key result areas**: Individually or as part of a team1. To contribute to the assessment of social care problems and support the development of care plans which address need, taking into account service user choice. This can include knowledge of daycare and other service provision within the area and parenting assessments. Documentation for planning must be evidenced on the current ICS system as well as paper files. This includes assessments for carers needs within the adult services.
2. To manage and plan your own work in an effective way as to allow the required monitoring and review of services delivered.
3. To carry a caseload of less complex problems are presented as described in the career grade document or child in need cases including services and to be able to manage this and plan the work to support the cases. Regular supervision with the Team Manager to review cases will be provided on a monthly basis.
4. To provide or assist in the provision of practical assistance, advice, signposting or support with recovery and advise service users, their carers and families on the caseload of other workers, subject to the agreement of the Team Manager. This would include supporting discharge of service users from hospital.
5. To commence and chair less complex child in need meetings.
6. To advocate on behalf of service users.
7. To participate in the office duty system as appropriate.
8. You may be required to attend court to give evidence and provide statements for court when requested.
9. You may also be required to support some young parents during court proceedings when their baby is in care proceedings.
10. To provide supervised contact for families who have an allocated social worker. This includes the following:-
	* To supervise contact between parents and children who are subject to child protection plans or care proceedings.
	* To observe and assess the interaction between parent/carer and child and the parenting ability of the parent/carer who are subject to child protection plans or care proceedings.
	* To write reports as requested by court regarding parenting skills and record positive changes and or a decline in parenting.
	* To record every contact to a high standard which could be used in the court process.
	* To transport children to and from placements which at times may be a protected placement.
	* To arrange contact times and venues based on risk assessments to ensure children are safe.
	* To ensure that you maintain a professional manner at all times especially when working in volatile situations.
11. To establish and maintain appropriate working relationships with individuals, groups, families and staff from other agencies. Highly developed interpersonal skills are required in order to do this effectively. This would include working with people who could be disturbed, upset and present challenging behaviours.
12. To make case recording on ICS and provide reports in accordance with statutory and agency requirements including multi-disciplinary and safeguarding functions. To use information technology as appropriate.
13. To contribute to risk assessments as required.
14. To assist in carrying out educational programmes for observation students and visitors.
15. To participate in meetings and working groups designed to look at particular needs and problems and suggest solutions.
16. To comply with departmental policy and procedures both in relation to the responsibilities placed on the Local Authority by statute and in relation to procedures necessary to support such good practice such as recording and report writing. This will also include assisting the social worker in their child protection and safeguarding roles.
17. Contribute to care plans to address client’s needs and adhere to child protection and safeguarding regulations and guidelines.
18. To organise and monitor appropriate daycare provision requested to support the family.
19. To take responsibility for your own training and development with agreement from your Team Manager.
20. Any other duties as requested by the Team Manager.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements:** |
| Transport Requirements | Required to undertake lone working outside of normal office hours.Will be required to undertake regular journeys, including escorting or transporting any children and families both locally and nationally.You will need to meet the transport requirements of the post. |
| Working patterns: | You may be required to work outside normal office hours, including early mornings and late evenings within the flexible working arrangements. |
| Working conditions: | You may come into contact with variable home conditions which may need addressing whilst working in families homes. You may need to deal with challenging behaviour from clients you may also be required to support social workers to attend clients homes when two workers are advised based on risk assessment of clients. |

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| **Post title:** Social Work Support Assistant  | **Director/Service/Sector:** | **Ref:** 2130 |
| **Essential** | **Desirable** | **Assess by** |
| **Knowledge and Qualifications:** |
| NVQ Level 3 in childcare/social care or equivalent.In depth understanding of the Child Protection and Safeguarding procedures.Understanding of parenting factors/abilities to undertake parenting assessments.A good understanding of welfare rights/homelessness, benefits health issues and emotional well-being.An understanding of child/adolescent development.An understanding of children with additional needs and requirements.An understanding of the Children’s Act 1989/2004 and Every Child Matters. | Eligibility for professional training course i.e. able to demonstrate the ability to study at a higher educational level.Keyboard skills. |  |
| **Experience** |
| Working with families within their own homes.Report writing and case recording.Supervising contacts for clients in relation to Child Protection procedures.Experience of working with people who present highly challenging behaviours.Working with families under active stress.Working with parents on the development of parenting skills. | Minimum of one years experience of working with adults or children in a social care setting.Experience of working with people who present challenging behaviours. |  |
| **Skills and competencies** |
| Up to date relevant professional theory.Ability to form positive relationship with service users and colleagues.Potential to contribute to assessments.Potential for developing advocacy and counselling skills at the required level.Ability to communicate effectively both verbally and in writing.Ability to operate effectively as a member of a team/network.Ability to operate system and procedures effectively.Ability to write accurate and factual reports and case notes.Ability to manage own caseload and prioritise time effectively.Ability to work independently with vulnerable clients.Ability to facilitate CIN and planning meeting, minute taking and work with multi-agency in developing CIN care plans.Ability to use ICS effectively and record case notes and CIN plans accurately. Have an ability to assess parenting skills.Undertake lone working with families within family homes independently. | Ability to communicate with adults/children in need and their families.Evidence of or interest in use of computers.  |  |
| **Physical, mental and emotional demands.** |
| Positive attitude to supervision and training.Willingness to attempt new challenges and approaches.Positive attitudes to combating discrimination.Desire to help people solve problems.Flexibility in carrying out duties.Physically capable of discharging the full duties of the post including the ability to work under pressure in a stressful demanding environment.Carrying young babies and children when transporting them and have ability to fit and carry car seats.To work with potentially challenging clients on a 1-1 basis and develop positive and professional relationships.To be able to work long hours if required and have a flexible approach to work.To be able to use the computer for long periods of the working day and also have good observation skills for long periods when carrying out supervised contact. | Interest in undertaking relevant professional qualifying and role development training. |  |
| **Other** |
| Ability to meet the transport requirements of the job. |  |  |