Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Triage Social Worker | | | **Director/Service/Sector:** Children’s Social Care | | **Office Use** |
| **Band:** 8 | | | **Workplace:** Foundry House | | **JE ref:** 3383  **HRMS ref:** |
| **Responsible to:** Deputy Team Manager/Team Manager | | | **Date: 7 June 2018** | **Lead & Man Induction:** |
| **Job Purpose:** To triage cases at the initial referral stage which includes producing chronologies,communicating with parents/ carers and liaising with partner agencies before making a recommendation to the triage manager with regards to required next steps. The job entails a quick pace and in working to legislation, all decisions need to be made and informed within one working day. To work under guidance with supervision within relevant current legislation and the procedural framework of Northumberland County Council. To work under guidance collaboratively with children, young people and their families/carers to assess their needs and plan and deliver services in accordance with the social work team’s service area. | | | | | |
| **Resources** | Staff | None. | | | |
| Finance | | Limited authority to make emergency payments in the absence of the appropriate budget holder | | | |
| Physical | | Post involves the day-to-day updating and maintenance of large amounts of very sensitive and confidential data. | | | |
| Clients | | Substantial contact with children and their families. The post does involve lone working when required. | | | |
| **Duties and key result areas**   1. To work in partnership with children, young people and their families/carers and, through building effective relationships, to elicit their needs and views and promote participation in decision making. 2. To undertake high quality, inclusive and holistic assessments, in accordance with statutory/regulatory and operational standards, policy, and procedures for the service. 3. To plan, implement and review a range of interventions for service users in accordance with statutory/regulatory and operational standards, policy and procedures for the service. 4. Manage a mixed caseload and use a range of tools, methods and evidence based research to underpin intervention. 5. Make pro-active use of supervision in continued professional development in line with the requirements of the PCF and ICSS.. 6. Maintain accurate and up to date records safely and confidentially in accordance with the Council’s policies and procedures. 7. Pro-actively engage with colleagues and a range of organisations to identify, assess, plan for and support the needs of children, young people and families/carers, in order to promote positive change and independence and to prevent harm. 8. Carry out all duties in accordance with the Council’s Equal Opportunities Policy and other policies designed to protect employees and service users from harassment. It is the duty of the post-holder not to act in an oppressive or discriminatory manner towards employees or service users. The post-holder should respond to such practice or behaviour by challenging or reporting it. 9. Meet the requirements of registration with the HCPC in respect of practice standards, conduct and professional development. 10. Any other duties consistent with the, level and grade of the post | | | | | |
| **Work Arrangements** | | | | | |
| Physical requirements:  Transport requirements:  Working patterns:  Working conditions: | | Need to visit children and their families and attend meetings pertaining to the care of the young people throughout Northumberland.  Generally working pattern would be 8:30 - 5:00 office hours although flexible working would be expected according to the needs of the service  A requirement to lone working.  You will hold a full driving license and have use of a car with business insurance. | | | |

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**PERSON SPECIFICATION**

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| **Post Title:**  Social Worker | **Director/Service/Sector:** | Ref: 3382 | |
| **Essential** | **Desirable** | | **Assess**  **by** |
| **Qualifications and Knowledge** | | | |
| Degree in Social Work, Dip SW, CQSW, CSS.  Current HCPC Registration.  Successful completion of the ASYE module  Up-to-date understanding of the key issues and relevant theoretical background facing professional child care social workers, particularly related to children’s safeguarding and looked after children. | Up-to-date knowledge of relevant research and legislation | |  |
| **Experience** | | | |
| Experience of working with children, young people and families.  Experience of Child Protection and Safeguarding.  Experience of team working. | Experience of working in a range of social work settings. | |  |
| **Skills and competencies** | | | |
| Must have the ability to plan and prioritise workload within a flexible work environment.  Must have the ability to critically analyse information to select, use and review appropriate and timely social work interventions, informed by evidence of their effectiveness.  Ability to form positive relationships with service users and colleagues.  Demonstrable risk assessment and critical thinking skills.  Ability to communicate effectively both verbally and in writing with children/young people families and other professionals.  Ability to demonstrate sensitivity and an understanding of emotional difficulties and addressing challenging behaviour of children and young people.  Knowledge of child protection issues and child development.  An understanding of the impact of the toxic trio on children and families  Ability to undertake family assessments.  Ability to work under pressure, meet deadlines and have strategies to cope with own stressors.  Ability to operate effectively as a member of a team/network.  Competence with ICT systems and programmes. | Knowledge of solution focussed models of practice and intervention.  Understanding of the ICSS and PCF. | |  |
| **Physical, mental and emotional demands** | | | |
| To be a resilient practitioner.  Flexible approach to the hours of working to accommodate changes in working patterns at short notice.  To implement the principles of agile working, in line with Northumberland County Council’s New Ways of Working. |  | |  |
| **Motivation** | | | |
| Positive attitude to supervision and training.  Willingness to attempt new challenges and approaches.  Positive attitude to supporting equality and diversity.  A desire to achieve positive outcomes for children and their families. |  | |  |
| **Other** | | | |
| To be committed to developing a high standard of service.  To be committed to meeting the needs of children and young people through collaborating with colleagues and other professional services.  The ability to listen and understand to the needs of children/ young people and families. |  | |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits