



# South Tyneside Council

## CHILDREN, ADULTS AND HEALTH

### JOB DESCRIPTION

**POST TITLE:** Senior Practitioner - Contact and Referral Team

**GRADE:** Band 8

**RESPONSIBLE TO:** Team Manager - Contact and Referral Team

**RESPONSIBLE FOR:** Helping to ensure that the team/service operates an effective contact and referral service that receives, considers and risk assesses all contacts to Children's Social Care before identifying and implementing appropriate responses. You will also be responsible for delivering and co-ordinating a range of social work led interventions with children and young people and families who require social care services.

As a Senior Practitioner you will hold a caseload of complex cases in line with the role and remit of the team and work within a multi-agency context. You will also be responsible providing advice guidance and support to practitioners within the team to ensure that practice is of the highest standards, evidence based, rooted in research and best practice. You will be required to undertake agreed quality assurance tasks such as the completion of themed audits and support the team manager driving forward the standard of case work practice and ensuring the effective and efficient delivery of services.

The post holder will be required to demonstrate skills knowledge and capabilities and expertise commensurate with the HCPCs Professional Capability Framework at the 'Experienced' level of proficiency.

The post holder will play an important role in developing and supporting the quality of practice, planned working and improved outcomes for children and their journey.

### Overall Objectives of the Post:

1. To help ensure that all contacts and referrals to Children's Social Care are considered and risk assessed within required timescales and receive a timely and effective response.
2. To help ensure that decision making and practice within the team and service is of the highest quality, evidence based and outcome focussed.
3. To support the co-ordination and delivery of social work led interventions to children, young people and their families using Team around the Child/Family and Think Family approaches and in line with relevant legislation, guidance and procedures.
4. To help ensure the team/service works in partnership with children, young people and their families and colleagues across South Tyneside.
5. To promote the safety and welfare of children and young people within their families and communities through the delivery of intensive support and interventions and ensure that plans are rooted in clear analysis of risk and resilience.
6. To support the team manager and team members in ensuring that interventions are effective, efficient and focused on the child's journey through intervention and support.
7. To support the development of knowledge and skills within the team/service, including the development of newly qualified social workers, in line with best practice and agreed quality standards.
8. To support the effective and consistent operation of the team in the absence of the team manager.

9. To ensure that there is a customer and user focus, and that all activities and interventions fully take into account the needs of children, young people and their families in regard to their participation, rights and considerations of culture, ethnic identity, faith, sexual orientation, gender and disability.
10. To contribute to the effective implementation of service development and working practices to achieve the Council's priorities.

**Key Tasks of the Post:**

1. To help co-ordinate and implement a timely and effective contact and referral service.
2. To take and oversee decisions regarding contacts and referral to Children's Social Care identifying appropriate and timely responses, helping to ensure that all decisions and actions reflect professional standards, best practice, are outcome focussed and evidence based.
3. To manage an agreed caseload of complex cases and act as lead professional/key worker in the delivery of social work led interventions to children, young people and their families in need.
4. To work in partnership with children, families and colleagues across South Tyneside to ensure that interventions are delivered holistically and build upon Team around the Child/Family and Think Family approaches in accordance with current policy, procedures and priorities.
5. To coordinate, convene, lead and/or participate in multi - agency meetings to ensure that case work activity and interventions are co-ordinated and reviewed in accordance with agreed policies, procedures and legislation.
6. To undertake agreed quality assurance tasks such as the completion of themed audits and support the team manager driving forward the standard of case work practice as evidenced through internal and external validation processes, including inspection activity.
7. To provide advice guidance and support to team members, including newly qualified social workers to ensure that practice is evidence based, reflects best practice models and is in accordance with current policy, procedures and priorities.
8. To take responsibility for ensuring individual practice is subject to continuous improvement and meets with local and national professional standards, including attending training and professional development events and activities relevant to the role and necessary for registration with the HCPC.
9. To support the Team Manager, Service Manager and Principal Social Worker in the development and implementation of practice improvement, evidence best practice and learning strategies.
10. To undertake, at the direction of the Team Manager, responsibility for the oversight and delivery of key management systems in order to ensure that standards and priorities are achieved.
11. To attend and represent the Council within agreed formal processes such as Child Protection/Looked after reviews and at Court as required. To take part in and prepare for supervision and annual appraisal/PDP with the team manager.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to help, where appropriate and necessary, with the training and development of fellow colleagues.

All employees have a responsibility of care for their own and others health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: JL/CL

Date: 28.01.19