



## **Job profile**

### **Emergency Duty Team Social Worker. (Experienced Child and Family Social Work Practitioner) (EDT).**

#### **Grade K plus out of hours allowance and recruitment and retention allowance**

**Group:** Care, Well-being and Learning.

**Service:** Civic Centre.

**Location:** Emergency Duty Team.

**Line Manager:** EDT Team Manager.

**Car User Status:** Casual

#### **Job Purpose**

To provide a responsive and professional generic social work service across the borough of Gateshead, to individuals, their families, or groups requiring such services out of office hours. To represent the Council at such times in its dealings with the service users, the wider public, and other agencies.

#### **The key roles of this post will include:**

1. The provision of appropriate social work services to vulnerable client groups which involve the liberty, well-being and/or safety of children, their families, service users and wider members of the public within professional standards whilst being aware of and responsive to the different needs of all sections of the community.
2. Taking appropriate action to protect vulnerable adults and children as per statutory duties, relevant legislation, local policies and procedures within professional standards, ensuring that accurate records and information are maintained.
3. To liaise and negotiate with professionals and agencies to ensure a safe emergency response for individuals and families, working in partnership with families/carers and all key agencies in decision making and planning.
4. To work collaboratively with other colleagues in Children's Services, Adult Services and other Council services to promote high quality assessments, intervention and support.
5. Identify and organise the deployment of appropriate departmental resources to meet assessed needs in emergency situations, having a creative approach to meeting identified needs and wherever possible prioritise available local resources to resolve emergency provision to ensure the welfare and safety of



service users until the next working day. Maintaining accurate records, ensuring timely handover.

6. To identify and highlight good practice, emerging research, case law and relevant policy changes with a focus on sharing skills and knowledge and promoting a consistent, good practice approach across the service.
7. To participate in training courses, elected and mandatory, to develop and maintain professional knowledge and skills required by the Council and professional standards bodies. To actively engage in supervision and service meetings as necessary at times as agreed or directed.
8. To participate in the education of student social workers, mentoring sessional social workers, professionally supporting other Council services out of hours, and assisting in the induction of relevant colleagues, as required.
9. Workers will support, develop and maintain the operations of the service as required in support of the team manager and service.
10. Workers will be supported in lone working duties via a commitment to agile working and associated technologies.
11. The service rota will usually be covered by a current operational rota, supported by the commitment of all participants to ensure the rota is covered at all times.
12. This list is not exhaustive and therefore such other responsibilities allocated which are appropriate to the grade of the post.



## **Knowledge & Qualifications**

### **Essential:**

#### **Knowledge of:**

- Child care legislation, national policy and statutory/local guidance
- Child Protection procedures / Children Act and multi-agency responsibilities
- Assessment models, social work interventions.
- Statutory and organisational contexts, corporate parenting responsibilities and Government policy contexts and drivers
- Performance agenda relevant to Social Work

#### **Qualifications:**

- Recognised Social Work Qualification and PQ training
- Possess skills necessary to practice as an AMHP / willingness to train if not qualified
- SWE registration
- Enhanced DBS clearance
- Current driving licence.

#### **Experience of:**

- Proactively managing risk and applying safeguarding processes
- Prioritise and manage competing demands and work autonomously
- Operating with a high degree of independence and responsibility
- Relevant post qualifying statutory social work experience

#### **Personal qualities**

- Empathic, respectful and emotionally intelligent
- Resilient and able to work autonomously under pressure
- Highly reflective and able to learn from experience
- Decisive whilst recognising professional lines of governance and accountability

### **Desirable:**

#### **Knowledge of:**

- Mental Capacity Act and Deprivation of Liberties



- Safeguarding Adults procedures and risk assessment skills
- Corporate parenting agenda, MSET themes and risks associated responses.
- Child development across the age group and inhibitors to growth and development
- Mental health, substance misuse, domestic abuse and impacts upon individuals children and families, physical ill health and disability.
- IT and associated systems.

**Qualifications:**

- Relevant degree or equivalent
- Possess, or willing to work towards, appropriate post qualifying training

**Experience of:**

- Duty social work
- Emergency duty social work



## Competencies

### **Customer Focus**

Puts the customer first and provides excellent service to both internal and external customers

### **Communication**

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### **Team Working**

Works with others to achieve results and develop good working relationships

### **Making things happen**

Takes responsibility for personal organisation and achieving results

### **Flexibility**

Adapts to change and works effectively in a variety of situations

### **Learning and Development**

Actively improves by developing and applying new skills and knowledge and learns from past experiences