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| **Job Description** |
| **Post title** | **Social Worker/Care Co-ordinator – Social Care Direct** |
| **JE Reference No** | Grade 9 pre progression *– JE Ref No: A5887*Grade 11 post progression *– JE Ref No: N6424* |
| **Grade** | Grade 9 pre progression *–* Grade 11 post progression *–* |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care, Safeguarding, Practice Development & Access |
| **Reporting to** | The post holder will be accountable to the Team Manager/Principal Social Worker |
| **Location** | Your normal place of work will be Social Care Direct, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Undertake activities within Social Care Direct in order to meet service user and other customer requirements in line with organisational standards and procedures. A substantial part of this role will include acting as decision maker in relation to adult safeguarding concerns reported to Social Care Direct.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To respond to all enquiries from members of the public or people from other agencies through applying resolution, redirection or referral taking processes. Whenever possible these queries should be resolved at the first point of contact and may require the officer to deal with the enquiry via a number of alternative methods other than the telephone.
* In particular, to respond to and assist Customer Services Officers in dealing with enquiries that may be of a complex nature and require professional input from a qualified and experienced Social Worker.
* To use call centre technology to record (when appropriate) all customer/client details in order to maintain accurate computer based records of all transactions.
* To effectively use departmental databases that contain social care information to provide information, by various methods, to the public and other agencies.
* To understand and implement current and future legislation that applies to the post.
* To undertake a high standard of referral taking that accurately records people’s level of needs and risks as well as mandatory data required for external and internal standards.
* To contribute to the partnership working with the police in the Central Referral Unit and to attend Multi Agency Risk Assessment Conferences (MARAC) as required.
* To allocate referrals to teams within specified time scales.
* When required, to attend face-to-face enquiries within Locality Offices to those members of the public who have expressly requested and made an appointment for this service.
* When required, to undertake other administration duties in support of Social Care Direct Operations as tasked by the Team Manager.
* To ensure that a problem solving approach is adopted to all enquiries from members of the public, stakeholders and internal customers.
* To ensure that a polite and positive approach is adopted by all staff when dealing with the public and colleagues.
* Maintaining a team approach to the delivery of objectives within the team and within the service.
* Maintaining positive relationships with partnership agencies.
* Attending regular team meetings and any other meetings with colleagues to promote the work of Social Care Direct.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | Professional qualification Degree in SW, Dip SW, CSS or CQSW or equivalentSocial Work England registration | Management qualification or post-graduate training relevant to particular specialism |
| Experience | In Health or Social Care settings. Of working with client group serviced by the Team | 2 year post qualification.Duty Officer/Call Centre EnvironmentOf working in a multi-disciplinary or multi-agency environment. Commissioning services i.e. identifying need, assessing, negotiating packages of care, monitoring and reviewing. |
| Skills & Knowledge | Ability to form relationships with users and carers. Assessment and care planning. Planning, monitoring and reviewing work. Report Writing. Specific therapeutic skills. Access to a car or access to a means of mobility support to meet demands for domiciliary visits (if driving must have a current valid driving licence and appropriate insurance)Organising work. Deciding priorities. Commitment to continuous professional developmentOf the organisation and structures within Health and Adult and Community Servicesand recent or impending changes. Of the needs of the specific client group serviced by the Team i.e. Mental Health Act 83. | Care management practices. Assessment processes in meeting individual need.Negotiation with providers Liaison and networking  |
| Personal Qualities |  User and carer oriented.Self-motivatingSystematic approachAbility to work under pressureCommitment to equal opportunitiesOpenness to new ideas and ways of working.Ability to work as a member of a team |  |