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| Job Description |
| **Post title** | Social Work Assistant |
| **JE Reference No** | Grade 5 - N7902 Pre-ProgressionGrade 6 - N7908 Post-Progression |
| **Grade** | Grade 5 - Pre-ProgressionGrade 6 - Post-Progression |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care |
| **Reporting to** | The post holder will be accountable to the appropriate manager/ assistant manager and will work collaboratively with other teams across the service, and with colleagues in our partner agencies. You will have access to expertise of a wide range of other personnel in the Service |
| **Location** | Your normal place of work will be a Team Base, but you may be required to work at any designated workplace within County Durham, in line with the principles of Smarter Working in the Smarter Working handbook. |
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| **DBS** | This post **is** subject to an enhanced 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** |

To provide an efficient and effective social care service to service users and carers. Working within an integrated social care and health system, the Social Work Assistant provides a key role in assisting with the process of achieving the best possible outcomes for service users and their carers. This includes working collaboratively across partner agencies, contributing to multi-disciplinary team meetings and approaches.

The role includes connecting people to community resources and supporting people to utilise short-term interventions, with the aim of preventing people from becoming reliant upon longer term or more specialist resources.

To progress to Grade 6, the postholder will need to apply for progression and demonstrate competence in the key areas of assessment, care planning and reviewing, within the guidelines & policies laid down by the Service area. At this level the postholder will be expected to work on their own initiative for much of the time, on appropriate cases.

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| **Duties and responsibilities** |

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

##### **Supporting practitioners**

* To assist other practitioners with elements of more complex or unstable cases.
* To assist practitioners with comprehensive assessments, implementing care plans, including taking users on visits of observation and/or introductory visits.
* To assist in the monitoring and review of care plans and ensuring services are delivered to agreed specifications.

###### **Managing own Caseload**

* To undertake appropriate assessment of individual needs – using strengths-based and asset-based approaches - and in some circumstances to provide or amend service provision to meet these needs
* To consistently apply national eligibility criteria as set out within the Care Act (2014).
* To develop and implement care plans as appropriate.
* To undertake reviews and alert qualified practitioners and/or the appropriate manager to cases where needs have become substantially more severe and there is a potential difficulty meeting care plan outcomes.
* To inform the appropriate manager of more complex cases in order that the case can be reviewed and potentially jointly worked or re-allocated and a higher level of assessment instigated.

**Service Delivery**

* Take into consideration the client’s eligibility for services provided by Durham County Council.
* Complete all the necessary arrangements for the delivery of the service(s) as recommended in the assessment of need and in accordance with procedures laid down.
* To encourage the participation of service users and carers in the assessment process and ensure that their views are fully considered.
* To give information and advice to colleagues, service users and other staff as appropriate.
* To understand and implement current and future legislation that applies to the post.
* To keep records to a standard set by the service, including the use of computerised systems in accordance with good practice guidelines.
* To carry out all legal or service responsibilities in relation to statutory measures or instruments as well as adhering to published service standards.
* To liaise with statutory and voluntary bodies as appropriate.

**Undertaking assessments**

* Undertake assessment of needs as directed by their manager.

**General**

* To organise & support the process of hospital transfers of care as appropriate.
* To organise & support the provision of respite care packages as appropriate
* On a rota basis to provide a point of contact service for the team by contributing to a duty rota.
* To provide escort duties as required (if by car, to ensure your car insurance covers this).
* To act as advocate or make representations on behalf of service users.
* To give information and advice to colleagues, service users and other agency staff as appropriate.

**Administration**

* To ensure that records and service user/carer information are maintained accurately and securely, using new technology wherever appropriate; to produce reports for management staff when requested; to provide accurate, timely statistical data as required by the service; and to contribute to service administrative requirements necessary.

**Personal Development/Training**

* To take responsibility for, and maintain, up to date professional knowledge and skills through continual professional development.
* Attendance at mandatory training is compulsory along with an expectation of role development as identified in the Career Pathways.
* Participate in relevant training and developmental opportunities which are made available through the Career Pathways, developing own expertise, and cascading this amongst colleagues
* Contribute to the future development of the service

*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 | 5 GCSEs including English Language (9-4/A-C grades) or equivalent relevant qualification.  | Health & Social Care QualificationNVQ/Apprenticeship Level 3 in Health & Social CareICT Qualification. |
| Experience | Working with people either in a customer focussed environment or in a caring role (work can be in a voluntary or paid capacity) | Experience in Health or Social Care (either voluntary or paid)Experience and awareness of a multi-disciplinary settingExperience of handling difficult situationsExperience specific to the client groupBasic Admin/IT experienceMentoring staff/students/apprentices |
| Skills & Knowledge | A logical & practical approach to problem solvingAbility to assimilate information quickly and respond promptlyAbility to monitor agreed plans of care managementAble to form effective relationships with partner agencies, commissioners and providers. Able to form relationships with service users and their families/carersAble to prioritise work and meet tight deadlines  Able to work under pressure and respond effectively to that pressureReport Writing skillsDeal with confidential matters sensitivelyDecision making skills relevant to the postEffective verbal and written communication skillsGood Digital skills Good interpersonal skillsKeyboard skillsLiterate and numerateOf services and resources provided by statutory, voluntary and independent sector providers (asset based)Personalisation Practice Strength based approach with service users person centred care. Use own initiative to identify service needs of customers.Value and take account of the expertise of service users, carers and other professionals  Access to a car or access to a means of mobility support (if driving must have current valid driving licence and appropriate insurance). | Ability to unpick complex situations from customers with a range of emotional, physical, mental, behavioural or communication issues. Knowledge of local resources (asset based)Knowledge of Health & SafetyKnowledge of Department StructuresAwareness of relevant legislation (e.g. ED&I, Human Rights Act, DDA, Community Care)Awareness/knowledge of medical conditions commonly associated with disabilities |
| Personal Qualities | Able to work to work autonomously as well as part of a team Committed to, and practice, continuous professional development. Committed to, and practice, equality, diversity and inclusionCourteousCustomer orientedDiplomaticEnthusiastic, friendly and approachableFlexible approach to workMust have a proactive approach  Non-judgemental attitude to people.PatiencePositive attitudeSelf motivating | Understanding of own capabilities and know when to escalate and ask for support. |

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