

# HR



North Tyneside Council

<b>Directorate</b>	Health, Education, Care and Safeguarding
<b>Section/Location</b>	Adult Social Care
<b>Post Title</b>	Social Worker
<b>Permanent/Temp</b>	Permanent
<b>Grade</b>	Grade 8
<b>Responsible to</b>	Team Manager/Lead Practitioner
<b>Job Purpose</b>	
<p>To provide a professional and comprehensive social work service that delivers person-centred care and support services to adults in North Tyneside.</p> <p>To work under the direction of the Team Manager and Lead Practitioner to provide an effective Adult Social Care service for the delivery of high quality and proportionate assessment, person-centred care and support planning and review of customers and their carers. This will be in the context of assessed need, relevant legislation, government policy, National Eligibility Criteria, risk and Council policies and procedures.</p> <p>To practice in line with the Professional Capabilities Framework - Professionalism; Values &amp; Ethics; Diversity; Rights, Justice &amp; Economic Wellbeing; Critical Reflection &amp; Analysis; Intervention &amp; Skills; Contexts &amp; Organisations; Professional Leadership.</p> <p>To work at the direction of the Team Manager and Lead Practitioner in the delivery and development of the adult social care teams in relation to:</p> <ul style="list-style-type: none"> <li>▪ Performance targets and objectives</li> <li>▪ Workforce development Legislative and statutory requirements</li> <li>▪ Organisational improvement</li> </ul>	

## Job Content

- To work at the direction of the Team Manager/Lead Practitioner in the effective and efficient operation of the team. This is specifically in relation to:
  - To undertake proportionate assessment of need and produce care and support plans in line with the Care Act and Statutory duties
  - Ensure consistency of application of National Eligibility Criteria in line with Council policy
  - The promotion of a strengths and assets based approach to assessment and care and support planning
  - To have a role in prevention and assisting people to access universal wellbeing services i.e. self service, IT, Reablement/enablement, suitable housing options, assistive technology and utilising community assets
  - To offer advice, information, signposting and assisted signposting
  - To build relationships with individuals and groups
  - To develop a knowledge of community resources and networks and to work in an imaginative and creative way to a common aim
  - To connect people with each other; with the community and with appropriate services
  - To ensure good networks are established with other professionals and voluntary/community organisations
  - Support the use and promotion of Direct Payments
  - Ensuring performance objectives and targets are implemented within their role, and work within systems to monitor performance
  - Ensure budgets and financial thresholds are adhered to.
  - Work within health and safety arrangements, and take appropriate responsibility for their own Health and Safety and that of others
  - The promotion, development and use of Safeguarding within the team including attending strategy meetings and undertaking investigations
  - To work within the context of Children's Safeguarding and the Whole Family Approach, where appropriate.
  - Provide appropriate advice in relation to complaints from customers
- To maintain social work registration with Health Care Professions Council (HCPC) and adhere to HCPC Code of Conduct
- To have a caseload appropriate to their knowledge, skills and service area
- Provide leadership on statutory requirements i.e. CHC, Section 117 and Care Act responsibilities
- To undertake duty functions and respond to urgent referrals as required, as per the functions of the team in which the post holder is based
- Undertaking accredited and in house development and training as appropriate and as required by the Authority
- Provide a mentor role to students and newly qualified/developing staff in line with the Capabilities Framework for social care staff
- To be involved in the design and delivery of in house training, as appropriate to the post holder's skills and areas of expertise
- Chair meetings, including team meetings, professionals meetings and case conferences

- To comply with the Team Manager in the completion of audits of case recording (electronic and file) in accordance with the quality assurance process
- Take responsibility for continuing personal and professional development
- Participate in appropriate training and development activities; including ASYE (Newly Qualified Social Workers)
- To work in an effective partnership with agencies
- To ensure that appropriate agency policies and procedures are adhered to
- To assist in areas of service development and improvement in the team and service area
- To identify and advise the Team Manager of all issues affecting service delivery
- Actively promote a positive view of the Council and Adult Social Care service both within the team and externally
- Any other duties commensurate with the grading of this post

### Performance standards

#### Facilitates change

- Demonstrates commitment to change
- Communicates the benefits of change to team members
- Controls the change process to minimise detrimental impact and produce planned outcomes / benefits

#### Communicates and Influences

- Considers the audience to effectively communicate both good and bad news successfully
- Listens actively and asks questions
- Clearly expresses points of view
- Regularly meets with team members

#### Demonstrates effective decision making

- Uses effective decision making strategies which show evidence of analysis of risk and planning for contingencies
- Makes decisions and clear recommendations based on analysis of research and evidence

#### Plans and organises work

- Plans and prioritises workload
- Monitors and plans workload

#### Customer focused

- Develops services which are person centred
- Respects customers needs

#### Resolves problems/conflicts

- Effectively analyses problems
- Tackles problems directly
- Reviews outcomes to inform future learning

#### Values diversity

- Demonstrates commitment to fair treatment and equality
- Recognises and respects cultural differences
- Designs services to meet diverse needs

Uses ICT effectively

- Uses a broad range of ICT options to improve service efficiency and communicate professionally to a range of audiences
- Applies knowledge management techniques

Working conditions

- 37 hours
- Flexible working scheme
- To be prepared to work flexibly across functions and locations to meet the need of the service.
- Ability to work across 7 days a week, including evenings and weekends

## Person Specification - Grade 8 (Social Worker)

Person Specification	
Responsible To	Team Manager/Lead Practitioner
Responsible For	N/A

Factor	Essential	Desirable	Assessment means
Skills, Knowledge and experience	<ul style="list-style-type: none"> <li>Detailed understanding of Health and Social Care legislation, current policies and guidelines and their underpinning principles</li> <li>Evidence of practical knowledge of the relevant service user group(s) including their different cultural needs</li> <li>Ability to work therapeutically with individuals and families</li> <li>Ability to use a strengths and assets based model with individuals, groups and communities</li> <li>Evidence of intervention and interpersonal skills in working with vulnerable people</li> <li>Ability to carry out proportionate assessments,</li> </ul>	<ul style="list-style-type: none"> <li>Experience of mentoring staff</li> <li>Experience of working within a statutory social care setting</li> <li>Experience of multidisciplinary working across a range of service user groups</li> <li>Operational Experience of duty, assessment, care and support planning and review</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> </ul>

	<p>analyse information, develop person-centred plans</p> <ul style="list-style-type: none"> <li>• Ability to assess need and risk and develop appropriate risk management plans</li> <li>• Ability to use skills and knowledge in order to resolve specific issues and develop short to medium term plans</li> <li>• Ability to work in partnership with other agencies and professionals</li> <li>• Excellent written and verbal communication skills</li> <li>• Customer care, knowledge and skills</li> <li>• Excellent IT skills and the ability to successfully adapt to emerging IT systems</li> <li>• A commitment to the development of the team including the mentoring of newly qualified/appointed members of the team</li> <li>• A personal commitment to the Professional Capabilities Framework</li> <li>• Experience of working with vulnerable people in a</li> </ul>		
--	---	--	--

	<ul style="list-style-type: none"> <li>social care setting</li> <li>• Experience of multi disciplinary working</li> <li>• Experience of successfully negotiating difficult situations</li> <li>• Experience of managing deadlines and competing priorities</li> </ul>		
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Recognised Social Work qualification</li> <li>• A willingness to undertake training and professional development as required by the service</li> <li>• Evidence of CPD</li> <li>• Registered with HCPC as a qualified Social Worker</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of ASYE</li> <li>• Completion of PQ award</li> </ul>	<ul style="list-style-type: none"> <li>• Certificates</li> <li>• Application Form</li> </ul>
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• The ability to work within a changing social care and political context</li> <li>• Must be able to meet the travel requirements of the post</li> </ul>	<ul style="list-style-type: none"> <li>• Access to full driving licence and vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>