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| **Job Description** | |
| **Post title** | Social Work Assistant |
| **JE Reference No** | N7902 Pre-Progression  N7908 Post-Progression |
| **Grade** | Grade 5 - 6 (with progression criteria) |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care – Older People/PDSI |
| **Reporting to** | Team Manager |
| **Location** | Your normal place of work will be one of the Locality Teams, but you may be required to work at any Council workplace within County Durham. |
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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 assist the appropriate manager to provide an efficient and effective social care service to users and carers.

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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 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 and in some circumstances to provide services to meet these needs, (including providing some items of equipment).
* 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 objectives.
* To inform the appropriate manager of more complex cases in order that the case can be reviewed and potentially re-allocated to a qualified social worker.

**General**

* To organise & support the process of hospital transfers of care as appropriate.
* To understand and implement current and proposed legislation that applies to the post.
* 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.
* To provide escort duties as required
* To act as advocate or make representations on behalf of users of service.
* To give information and advice to colleagues, service users and other agency staff as appropriate.
* To encourage the participation of users and carers in the assessment process and ensure that their views are taken fully into account.
* 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 departmental responsibilities in relation to statutory measures or instruments as well as adhering to published departmental standards.
* To participate in training and developmental opportunities which are made available, developing own expertise and cascading this amongst other colleagues
* To develop close liaison with other agencies in order to fulfil the objectives of the post.

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 (A-C grades) or equivalent relevant qualification |  |
| Experience | * Working with people | * Experience in Health or Social Care |
| Skills & Knowledge | * Ability to form relationships with users and their families/carers which value their contribution; * Effective verbal and written communication skills; * Ability to work with other agencies – commissioners and providers; * Ability to monitor agreed plans of care management; * Ability to assimilate information quickly and respond promptly; * Literate and numerate. * Of services and resources provided by statutory, voluntary and independent sector providers. | * Knowledge of local resources. |
| Personal Qualities | * Ability to work flexibly; * Ability to work as a member of a team; * Able to accept delegated responsibility; * Commitment to equal opportunities; Non-judgemental attitude to people; * Enthusiastic and friendly; * 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). |  |