

ROLE PROFILE

Job family	Care	Role profile number	CA11-2777	Grade K
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Job purpose: Undertake assessments, determine care packages/support plans and manage a large and complex caseload to maintain or improve the wellbeing of clients. Professionally supervise and support other colleagues.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in IT systems. Professional qualification in area of specialism. Licence / certificate / qualification required for the role.
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Experience of multi-disciplinary and partnership working and awareness of the issues involved. Planning and workload management skills. Proven assessment and investigation skills appropriate to the scope of the role. Ability to carry out complex client assessments. Experience of using professional knowledge to work within referral systems according to established criteria. Proven ability to work with challenging client groups and situations. Excellent interpersonal and communication skills. Proven ability to deliver training. Accurate record keeping and report writing. Good presentational skills. Knowledge of financial assessment processes.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Responsible for professional advice, assessments or referrals, ensuring interventions are timely and cost effective. Manage a complex and varied caseload within a framework of policy and procedures –subject to managerial control and review of results. Research information to support and develop services for the client group. Prepare standard reports and contribute to reports for court/tribunals as required, representing the service at court/tribunal attendance as required. Assess and oversee adaptation work including advice and demonstration of specialist equipment to clients.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers

	<p>Liaise with professional colleagues, providers and external agencies to co-ordinate actions and interventions where required.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Contacts will include: Senior managers, leadership team, councillors, stakeholder, external bodies, and partners.</p> <p>Support parents or carers regarding development issues including complex problems.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have an impact across the organisation.</p> <p>Conduct statutory and / or complex / specialist assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service.</p> <p>Provide financial advice to support service provision and/or individual clients.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	<p>Work may require some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records; by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	CA11-2777 Social Worker L3 (Hospital In-Reach)	
Role profile family:	Care	
Role profile number and grade:	CA11-2777	Grade K
Number of posts:	1	
Service/Team:	Hospital team	
Reports to:	Hospital Team Manager	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

The overall responsibilities of the service/function are:

Operational Adult Services are structured into specialist teams in order to improve the delivery of person centred outcomes for our customers and to evidence this through performance and set standards.

These specialist teams are:

- Adult social care locality teams
- Community Team for People with Learning Disabilities (CTPLD)
- **Hospital teams**
- Intermediate care team
- Mental health team
- Hearing and vision team
- Emergency duty team

The hospital teams are based in three acute hospitals and provide advice, assessment and discharge planning for people. All of these teams work closely with health colleagues to promote an effective multi-disciplinary approach. We are currently looking at innovative new methods such as 'discharge to assess' which is following people from discharge to their own home or care home. We are also exploring innovative front door of hospital approaches to ensure the correct discharge pathway is instigated as soon as possible.

Job Purpose

To manage a complex and varied workload, undertaking social work / social care assessment with customers to support the discharge planning process where required

To plan for the provision of support and / or services with customers in order to assist them meet their outcomes and to live as independently as possible fulfilling their individual potential. To support carers to continue in their role.

To deliver this service in accordance with the statutory responsibilities as set out within NHS & Social Care Legislation; and the eligibility criteria for the service as agreed by Wiltshire Council.

To ensure that the primary responsibility of safeguarding vulnerable adults is delivered in accordance with the law and local policy and guidance.

To provide professional supervision and guidance on complex issues to Level 2 Social Workers and Social Care Practitioners working within the same locality/ environment if required.

To uphold standards of practice for Social Workers as registered with Social Work England and in accordance with Codes of Conduct.

Specific duties and responsibilities include:

- To provide an in-reach social care function to support timely hospital discharges including 1 in 3 Weekends i.e., 5/7 days per week, on a Rota basis.
- To work in a responsive, integrated way with our acute health partners, including Health in-reach services and the ASC Flow & Triage Advanced Practitioner.
- To provide proactive social care support at Acute Hospital front door for admission avoidance,
- To provide proactive social care support to achieve a reduction in length of stay
- To proactively identify barriers to discharge and find solutions to these.
- To undertake proportionate assessment, and sharing of information with MDT colleagues,
- To identify carers, and signpost customers to appropriate support services
- To support Care Transfer Hub function – including gathering of information required by Flow & Triage Advanced Practitioner
- To represent ASC on Care Transfer Hub calls on weekends and make joint decisions with the MDT regarding discharge pathways.
- To provide on-call in-reach support to acute hospital partners at weekends (1 weekend in 3)
- To undertake person-centred assessments (including Mental Capacity Assessments) with customers and to plan for the provision of support and/ or services with customers in order to assist them meet their outcomes and to live as independently as possible, fulfilling their individual potential.
- To ensure accurate and timely recording of all information/assessment activity onto the Social Care records database in accordance with work targets set by the Hospital Team Manager and Supervisor.
- To gather sufficient information about customers in order to be able to accurately assess their needs. To ensure that local knowledge about universally available services is up to date including what is available within the voluntary and community sector, as well as the Department's commissioned and contracted services and to signpost/advocate for customers accordingly.
- To have a well-developed understanding of assessment and the management of risks for individuals and to be able to apply Council policy and support customers to manage risk appropriately. To identify where vulnerable adults may be at risk and to act in accordance with the Department's Safeguarding policies and procedures. To be able to undertake the Investigating Officer role in accordance with Department's Safeguarding policies and procedures.
- To work as part of a multi-disciplinary team, with health and social care colleagues to ensure effective communication/information sharing and to support assessment/decision making process.

- To ensure that Council corporate and departmental Policies and Procedures are followed at all times.
- To contribute proactively to the effective working of the team with positive attitude, by sharing knowledge, offering advice and support and by preparedness to be involved in the development of services.
- To fully engage and prepare for own supervision and appraisal through self-evaluation, ensuring that continual professional development is evidenced.
- To be an ambassador for the Council and the department at all times, always representing the Council positively, professionally and appropriately at meetings with customers, external partners and agencies.

Specific requirements for this post:

- N/A.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Qualified Social Worker with evidence of post qualifying learning and development
- Up-to-date knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of, vulnerable adults.
- Knowledge and understanding of Health & Social Care legislation and wider policy context.
- Evidenced experience of professional and personal development following achievement of professional qualification
- Evidence of giving informal supervision
- Well-developed interpersonal skills and ability to effectively communicate with people in a variety of ways and levels.
- ITQ 2 or equivalent skill and ability demonstrating significant experience in IT systems, including ability to utilise Electronic Social Care record software.
- A self-starter, well organised person who is passionate about delivery of high-quality customer-centric services.
- Ability to work with others in a developmental way.
- Must be able to write clear, complex and accurate reports.

Planning and workload management skills.

- Fluent in English

Desirable

- Qualified Practice Teacher.
- ECDL (European Computer Driving Licence)
- Evidence of giving formal supervision and appraisal

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a	<input checked="" type="checkbox"/>

vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.

For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.

