

ROLE PROFILE

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| Job family | Care | Role profile number | CA10-1160 | Grade J |
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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. Support non-professional colleagues.

Grade J posts are higher in 'Knowledge & Skills' as they require a relevant degree/ professional qualification but postholders may not have the practical experience of applying the skills obtained through study.

| Factor | Relevant Job Information |
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| 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 in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related systems |
| 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. Authoritative knowledge of the relevant range of procedural and legislative frameworks, systems and initiatives. 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 | Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results. Plan and implement interventions and actions for allocated cases. Monitor and review cases and undertake less complex casework. Assist in more complex cases under supervision, or where appropriate shadowing experienced colleagues |
| Contacts and Relationships | Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. |

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| | Support parents or carers regarding development issues including complex problems. Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders. |
| Decisions – Discretion & Consequences | Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a material effect on the service. Conduct assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service, Appropriate support/care plans are developed; considerations are made to the cost effectiveness. |
| 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 | Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers. |
| Our Identity | 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. All of us are expected to demonstrate the ten 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 |
| 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

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| Role description: | Social Worker Level 2 | |
| Role profile family: | Care | |
| Role profile number and grade: | CA10-1160 | Grade J |
| Number of posts: | Approx. 69 FTE (all levels) | |
| Service/Team: | Family & Children's Support and Safeguarding Service | |
| Reports to: | Assistant 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 Family & Children's Support and Safeguarding Service are:

- To prevent family breakdown
- To prevent children and families needing more intensive statutory services
- To deliver an effective family-based and relationship-based approach to enable children and families to achieve positive outcomes
- To meet all relevant statutory responsibilities

The Family & Children's Support and Safeguarding Service has social workers, senior keyworkers, keyworkers and local partnership advisors delivering or supporting evidence-based direct work with vulnerable children and families (working complex level 2b [CAF] cases, Child in Need and Child Protection cases).

Social workers, senior keyworkers, keyworkers and local partnership advisors work together in pods within existing geographical hubs – with appropriate supervision, management oversight and clear local referral pathways.

A relationship-based model of practice is followed by all staff in the service. Training reflects this model of practice and include skill-stretching for staff to be able to do more without referring on for specialist support.

All staff in the service provide advice, consultation and guidance to other local professionals who are supporting children and families with lower level needs/risks.

The service runs "Local Allocation Groups" (or similarly named group) in each hub attended by key partner agencies. These discuss and agree resource/case allocation in each locality and facilitate the sharing of expertise and advice.

The service supports the Troubled Families programme including in relation to identifying eligible families and assisting with tracking outcomes.

All staff in the service work constructively, collaboratively and effectively with a broad range of key agencies delivering, for example, housing, domestic abuse, substance misuse, mental health, education, finance, employment and/or emotional wellbeing support.

Job Purpose

Specific duties and responsibilities include:

- To be the primary worker with case responsibility for children in need, children in need of protection and children looked after - depending upon the function of the dedicated team.
- To operate within the council policy and keep up to date with social work methods, practice developments, new legislation and procedures, including the Children's Act 2004.
- To be responsible for the day to day interpretation of and implementation of statutory duties and departmental policy and procedures in the provision of services to children and young people.
- To be allocated work from the team manager or any person delegated to act on their behalf based on eligibility criteria and to hold case management responsibility for this work.
- To complete enquiries and assess the needs of and risks to vulnerable children and young people in a timely manner giving due consideration to the wishes and views of the child and the child's family. This will include the completion of S47 enquiries, single assessments and engaging service users and other relevant persons in the work base, homes or any other appropriate venue e.g. hospital, school etc.
- To take appropriate action to assess and minimise any identified concern or risk to children/young people in accordance with the requirements and timescales of assessment frameworks, child protection procedures and looked after children legislation and procedures.
- To draw up and implement, with the child/young person and their family/carers, an appropriate plan to address identified issues and to maximise the participation of service users and carers in this process ensuring that social work intervention is ongoing only when necessary in people's lives.
- To carry out regular reviews of individual plans, record outcomes and formulate revised plans which are outcome focused.
- To convene meetings e.g., core groups to assist in the implementation and review of plans for vulnerable children.
- To write reports for child protection conferences, planning meetings, looked after children reviews, legal meetings and court hearings and attend these as appropriate.
- To have a creative approach to meeting need and to ensure local provision, wherever possible, in order to meet identified need within available resources.
- To have a clear understanding of and ability to manage within financial constraints in service delivery.
- To work collaboratively and effectively with keyworkers, senior keyworkers and local partnership advisors on achieving shared family goals

- To work proactively and in partnership with other agencies to plan and deliver coordinated services to children, young people and their families/carers which promotes and focuses on positive outcomes.
- Actively engage and contribute, when necessary, to Local Allocation Group case discussions (or other similarly named mechanisms/panels)
- To maintain accurate and effective electronic recording of information and action taken in the course of casework.
- To understand the need for and contribute to the achievement of team and departmental performance targets in order to achieve positive outcomes for children and young people
- To maintain confidentiality of information acquired in the course of undertaking duties for the department whilst operating in the fullest cooperation with other agencies to ensure that children are appropriately safeguarded.
- To contribute to team processes in a positive and appropriate manner, by attending team meetings and undertaking any necessary and appropriate team duties.
- To make an active contribution to the development of service delivery through the sharing of knowledge, information and skills.
- To take responsibility for personal professional development through the utilisation of relevant practice research/developments, legislation, participative supervision and appraisal processes.
- To undertake further training which is consistent with the needs of the individual and the organisation, as agreed with the manager.
- To work within an equal opportunities and anti-discriminatory framework. Value diversity within the team and in contact with other professionals, children, young people and families.

Specific requirements for this post:

Flexible working

There will be a requirement to occasionally work with children and families when they most need it which may be outside of normal working hours, including weekends. The number of out of hours worked will not exceed 10% of the total contracted hours per week.

Person Specification

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

Essential

- Professional social work qualification.
- Social Work England registered
- Have up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of children and young people.
- Understanding of child development
- Understanding of the needs of vulnerable children, those whom have suffered trauma and children in care.
- Up to date knowledge of key child care legislation, policies and practices central to the implementation of a professional social work service on behalf of the council.
- Knowledge and ability to put into practice a range of theories, models and interventions and to assess impact for the service user.

- Knowledge of assessment processes including the contribution provided by other agencies, timescales and their impact on council and Government performance targets and indicators.
- Experience of direct work with children, young people and families
- Experience of working with children in care, their families and foster carers.
- Experience of completing assessments, reports and plans for children identified as vulnerable and in need.
- Ability to give objective timely advice.
- Knowledge and evidence of assessment skills, including engaging with users of services, other professionals and agencies to achieve a holistic assessment.
- Excellent report writing skills.
- Proven organisational skills, including the ability to prioritise work, manage own time effectively and meet deadlines.
- Ability to keep accurate electronic records.
- Ability to contribute positively to the social work team and department.
- Takes responsibility for own professional development and commitment to evidenced based practice.
- Good IT skills
- Ability to manage competing demands of a caseload.
- Effective communication skills, both verbal and written with colleagues, outside agencies and service users.
- Ability to identify problems with some complexity and to demonstrate creative approach to such problems.
- Ability to develop and maintain effective professional relationships within and outside the department.
- Ability to produce reports to required standard on time.
- Fluent in English

Desirable

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Supporting information

Driving classification

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.

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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.

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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.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

| 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 |

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.

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.

Political restriction

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 an MEP, 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

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This role is not politically restricted

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Professional fees and related occupational costs

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| 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) | |
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| 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 checked="" 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 type="checkbox"/> |
| This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check | <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) | |
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| This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check | <input checked="" type="checkbox"/> |
| This role is not subject to a BPSS check | <input type="checkbox"/> |

| Clearances – Non-Police Personnel Vetting (NPPV) | |
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| 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 | |
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| 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 | <input checked="" type="checkbox"/> |

