

Role profile

Job family	Care	Role profile number	CA12-1155	Grade L
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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 in line with agreed service procedures and national legislation. Professionally supervise and support other colleagues.

Grade L posts are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

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	Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments 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. Plan/ co-ordinate / deliver training activities which support knowledge sharing both internally and externally, where appropriate. 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. Liaise with professional colleagues, providers and external agencies to co-ordinate actions and interventions where required. 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. Contacts will include: Senior managers, leadership team, councillors, stakeholder, external bodies and partners. Support parents or carers regarding development issues including complex problems. May involve lone working and dealing with anti-social behaviour.
Decisions – Discretion & Consequences	Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation. Use initiative to manage responses to complex business / technical issues within the service. Make business decisions based on up to date specialist knowledge and analysis. Contribute to developing council strategy within the service area. The consequences of the decisions will have an impact across the service. Conduct statutory and / or complex / specialist assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service. Work closely with others to clarify changing service requirements. Identify, recommend and support the development and delivery of improvements in processes and procedures. Provide financial advice to support service provision and/or individual clients.
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 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

Role description:	Social Worker Level 4	
Role profile family:	Care	
Role profile number and grade:	CA12-1155	Grade L Plus 15% Market Supplement (subject to annual review)
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 work collaboratively and effectively with Keyworkers, Senior Keyworkers and Local Partnership Advisors on achieving shared family goals

- 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 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.

Working within a legislative framework

- Operating within relevant policy, legal, ethical and professional boundaries when working with children and families.
- Effectively delivering all statutory requirements.
- Following local practice standards and protocols.

Supervision and continual development

- Actively engaging in individual and group supervision and embed learning in practice.
- Maintaining up to date knowledge and skills as required by the role.
- Participating in appraisal and team meetings and contribute to individual and team development.

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
- Evidence of professional and personal development following achievement of professional qualification, at least 2 with children and families.
- Have up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people.
- Experience of effective work within the legal time framework, including court proceedings
- 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.
- Proven experience to demonstrate the 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
- Knowledge of child development
- Understanding of the needs of vulnerable children, those affected by trauma and children in care
- 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.
- Experience of mentoring colleagues
- Experience of supervising student placements
- Ability to professionally challenge – i.e. strategy discussions, case conferences
- Sharing research within team
- Facilitating team training sessions
- Involvement on practice/service developments/quality assurance activity i.e. audit
- Raise professional issues within and external to the service in a positive and proactive manner. Identify as part of the leadership of the organisation in dealing with issues raised – transparent, open and proactive.
- 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.
- 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 develop and maintain effective professional relationships within and outside the department.

- Fluent in English

Desirable

- A post qualifying award in Social Work.
- A Practice Teachers' Award Training qualification
- Experience of delivering training
- Supervision skills
- A Practice lead

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.	☐
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.	☒
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. 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 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	☐
This role is not politically restricted	☒

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	☒
This role does not have any professional or occupational membership requirements	☐

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.	☒
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
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.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☐

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	☒
This role is not subject to a BPSS check	☐

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').	☐
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).	☐
This role is not subject to a NPPV check	☒

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.	☒
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 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 councils 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.	☐