

## ROLE PROFILE

|                       |  |                           |
|-----------------------|--|---------------------------|
| <b>Job Title</b>      | <b>SOCIAL WORKER (Level 3)</b>           |                           |
| <b>Directorate</b>    | <b>People</b>                            |                           |
| <b>Service</b>        | <b>Adult Social Care and Health</b>      |                           |
| <b>Accountable to</b> | <b>Team Manager/ Senior Practitioner</b> |                           |
| <b>Grade</b>          | <b>H</b>                                 |                           |
| <b>JE Code</b>        | <b>JE0216</b>                            | <b>Competency Level 2</b> |

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### Purpose of Role

To carry out the duties of a professional Social Worker within Adult Social Care. To assess the needs of adults and determine if they meet the Milton Keynes eligibility criteria for receiving social care. To assess the needs of their families and informal carers. To analyse information and ensure timely and effective interventions to meet eligible needs To make sure that support plans are developed and implemented that ensures the adult's safety, well being and independence in order to lead a fulfilled life. This is to be completed in accordance to the terms and guidance of the relevant legislation and professional code of practice.

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### Key Objectives (list what outcomes are essential)

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| 1 | Assessment of the needs of adults. Providing clear evidence which fairly and accurately determine the level of need and outcomes identified with the service user.   |
| 2 | Ensure that any interventions or services support the service user in way that enhances their independence, choice and wellbeing   |
| 3 | Monitor and review support plans and services in place to ensure that eligible needs are met in a way that the service user has determined   |
| 4 | Balance the varying demands of a social work caseload, maintain accurate individual case records and ensure that all required reports are completed.   |
| 5 | Participate in supervisory meetings and appraisals with team manager and/or a senior member of staff on a regular basis ensuring that the line manager is adequately informed about cases and practice, be responsible for own development and identifying training needs. |

|   |   |
|---|---|
| 6 | Undertake and/or support Safeguarding investigations and other specialist assessments specific to the service area and level of training and career grade of the post holder.     |
| 7 | The post holder works closely with other agencies and services in a co-operative way, sharing information and planning care together to meet the needs of the adult holistically. |
| 8 | To be able to offer supervision to support staff as required.   |
| 9 | To ensure the efficient and effective use of resources to meet identified outcomes proportionate to levels of need and eligibility.   |

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## Scope

This role is the third level in the career grading for professionally qualified social worker. At this level the post holder should be experienced and be able to demonstrate a confident and authoritative approach to the role. The post holder will be able to manage a complex and challenging case and represent the Department appropriately. At this level the post holder will work with a greater level of independence and be able to demonstrate some emotional resilience to what can be a challenging role.

The post holder will be working closely with adults and their families and carers.

The post holder will also work in partnership with other statutory agencies as well as the private and voluntary sector, carers and advocacy groups.

The post holder will take lead responsibility in difficult circumstances for example in safeguarding investigations which will require close liaison with a range of organisations.

The post holder will use their professional skills to carry out person centred outcome focused assessments, in line with the assessment framework.

The post holder will work in partnership with support planners to develop, validate, implement, monitor and review the effectiveness of support plans and interventions to improve the safety, well being and independence of the person.

The post holder will be part of a multidisciplinary team and is expected to participate and contribute to team meetings and the development of their team and the wider service.

Within the framework of professional accountability and professional line management the post holder will utilise excellent assessment, analysis and judgement skills to ensure good outcomes for service users. The social worker will work in an authoritative and systemic way with the whole family and key services to improve outcomes for the service user.

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The role requires regular liaison with colleagues across the directorate, the Council and partner agencies. The post holder will work alongside other agencies and family services to provide a comprehensive range of support services and solutions.

The post holder's recommendation will inform the allocation of resources for individual service user. It is essential that these recommendations are informed and well evidenced as the outcome will inform spending of the social care budgets.

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## **Work Profile**

- Undertake the Council's duties in relation to the NHS and Community Care Act and other legislation which places a responsibility on MKC- Adult Social Care.
  - Undertake initial and re-assessments of the needs of adults with community care needs who meet eligibility criteria.
  - Keep timely, accurate and detailed records on the relevant systems.
  - Ensure that all assessments accurately reflect needs and are person centred and outcome focused.
  - Undertake assessments of the needs of informal carers and work with them to support them in their caring role.
  - Monitor and review support plans to ensure that they continue to be both effective and person centred
  - Respond appropriately in dealing with emergencies and crisis situations, ensuring that arrangements are in place to keep people safe and well. Where ever possible responses should be proactive with the post holder being able to competently anticipate risks.
  - Provide both formal supervision and mentoring to new and less experienced staff within the service
  - Deliver training within the in house training courses or contribute in other ways to wider service development
  - To manage a caseload and ensure that work is completed as agreed with line manager and performance targets are met.
  - To undertake safeguarding investigations and implement safeguarding plans when appropriate training and required career grade achieved.
  - To undertake the supervision of support staff as required.
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**PERSON SPECIFICATION**

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area  
**Significant** knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements  
**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

| PERSON SPECIFICATION  | Examples specific to role  | Required  |           | Level     |             |           | Method of Assessment<br>interview, testing, reference |
|---|--|-----------|-----------|-----------|-------------|-----------|---|
|   |  | Essential | Desirable | Awareness | Significant | Extensive |   |
| <b>SKILLS AND KNOWLEDGE</b><br>Technical knowledge and qualifications | Social work qualification (DipSW, CQSW, Degree in Social Work or equivalent)   | X         |           |           |             |           | Application form                                      |
|   | Post qualification award   |           | X         |           |             |           |   |
|   | Registered with the GSCC   | X         |           |           |             |           |   |
|   | Practice teaching award  |           | X         |           |             |           |   |
|   | Safeguarding Investigators Training  | X         |           |           |             |           |   |
| <b>Planning and organising work</b>                                   | Ability to analyse, summarise and write/ record relevant information clearly and concisely so that it is easily understood by users and colleagues | X         |           |           |             | X         | Interview and test                                    |
|   | Excellent verbal and written communication skills  | X         |           |           |             | X         |   |
|   | Good IT skills   | X         |           |           | X           |           |   |
| <b>Planning capacity and resources</b>                                | Able to manage own work, prioritise, plan and use time efficiently.  | X         |           |           |             | X         | Interview and test                                    |

|  |   |   |   |   |   |                           |
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|  | To be able to act on initiative, and to respond to emergency and crisis situations  | X |   | X |   |                           |
|  | Flexible and willing to support other staff when need arises.   | X |   | X |   |                           |
| <b>Influencing and interpersonal skills</b>                      | Ability to work as part of a team including working co-operatively with other professionals and agencies  | X |   |   | X | <b>Interview and test</b> |
|  | To be able to engage with service users, families and carers with diverse and often complex needs to ensure meaningful and productive interventions are developed and agreed. | X |   |   | X |                           |
|  | To be able to work confidently with conflict  | X |   | X |   |                           |
|  | To be effective in managing self  |   | X | X |   |                           |
| <b>PROBLEM-SOLVING<br/>Using initiative to overcome problems</b> | Skills and knowledge in listening to adults with complex needs, observing and making informed decisions based on information received and assessed                            |   | X | X |   | <b>Interview and test</b> |
|  | Able to collect, analyse and make judgements about complex information.   | X |   |   | X |                           |
|  | Able to develop, implement and monitor outcome focused support plans.   | X |   |   | X |                           |
|  | Able to be person centred and treat all with respect and with empathy   | X |   |   | X |                           |
|  | Ability to question, challenge, solve problems and  | X |   | X |   |                           |

|   |   |   |   |  |   |                           |
|---|---|---|---|--|---|---------------------------|
|   | complete tasks  |   |   |  |   |                           |
| <b>Managing risk</b>  | To complete detailed risk assessments based on information from varied sources acknowledging that people have the right to make decisions and choices which may be considered unwise. | X |   |  | X | <b>Interview and test</b> |
|   | Able in consultation with manager, to make considered decisions, analyse and evaluate complex information in high risk situations.  | X |   |  | X |                           |
|   | Ensure service users service users are enabled to make informed choices and live their lives to the full  | X |   |  | X |                           |
|   | To implement safeguarding and risk minimisation plans   | X |   |  | X |                           |
| <b>Managing change</b>  | Flexible and able and willing to adapt to change in work processes and procedures   | X |   |  | X | <b>Interview and test</b> |
| <b>ACCOUNTABILITY and RESPONSIBILITY<br/>Undertakes tasks without supervision</b> | Must be self- motivating and able to work on own in complex environment.  | X |   |  | X | <b>Interview and test</b> |
|   | Takes responsibility for quality and completion of own work within required standards   | X |   |  | X |                           |
| <b>Managing people</b>  | With appropriate experience able to supervise and social work assistants, support planners/ Community Access Workers  |   | X |  | X | <b>Application form</b>   |
| <b>Managing financial resources</b>   | Able to manage own time.  | X |   |  | X | <b>Interview and test</b> |
|   | To find cost effective and efficient solutions to meet needs and outcomes.  | X |   |  | X |                           |

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**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.**

**In addition for those posts with management responsibilities the competencies will include managing self and personal skills, providing direction, facilitating and managing change, working with people, using resources, achieving results, promoting policy, values and culture, customer service and health and safety.**

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

|                          |                            |                                  |             |
|--------------------------|----------------------------|----------------------------------|-------------|
|                          |                            |                                  |             |
| <i>Signed Job holder</i> | <i>Signed Line Manager</i> | <i>Signed Assistant Director</i> |             |
|                          |                            |                                  |             |
| <i>Print Job holder</i>  | <i>Print Line Manager</i>  | <i>Print Assistant Director</i>  | <i>Date</i> |