

ROLE PROFILE

Role Title: Social Worker (CSC) NQ

Service Group: People, Children and Families

Accountable to: Team manager (CSC)

Grade: F

Date: November 2018

JE code: JE1043

Competency Level: 2

Purpose of job (outline what, to whom and why)

To be deployed in a front line Children’s Social Care team and undertake foundation level social work practice. The NQSW will carry out social work tasks commensurate with the Assessed Year of Supported Employment (AYSE)* and will be assessed in their progress and development by the Principal Social Worker in conjunction with their team supervisor.

* see appendix 1

Key Objectives (list what outcomes are essential)

1.	Carry out assessments using the approved tools and processes of Children’s Social Care as directed by their practice supervisor and Principal Social Worker . The NQSW will work with children and families presenting with statutorily defined safeguarding and child protection needs and risks.
2	Devise and implement clear intervention plans appropriate for each child, young person or family to address identified needs, acting as allocated social worker as directed by their practice supervisor.
3	Manage a workload of cases within the prescribed limits of the AYSE scheme as determined by their practice supervisor and Principal Social Worker the Principal Social Worker.
4	Maintain accurate case records using the Council’s Integrated Social Care (LLCS) database, providing reports and assessments as required by the service.
5	Work closely with other agencies and professionals sharing information and planning interventions in accordance with Council and legislative guidelines.
6	Compile a portfolio outlining practice evidence required by the AYSE competencies, successfully completing within 12 months.
7	Attend regular supervisory meetings and training seminars as required by the AYSE scheme.

Scope (outline the size or scope of the role, direct or indirect responsibility for people, finances, resources and any special aspects of the role)

This role is at the first level for qualified social workers and is applicable specifically to newly qualified social workers taking on their first post after qualification. It is subject to the Assessed Year in Supported Employment (AYSE)

The role holder will be required to work in any of the children’s specialist support teams.

The role holder will receive supervision and support from their practice supervisor in addition to ongoing supervision and support from the Principal Social Worker throughout their first year in practice.

The role holder will be expected to adhere to Milton Keynes Council's supervision and appraisal principles. They will be expected to work in an open and honest manner establishing a positive rapport with their supervisor, undertaking tasks and responsibilities as directed.

The role holder will be expected to come to this post with the ability to apply the knowledge, skills and values needed to work with vulnerable children and families where identifiable safeguarding and child protection risks are present.

The role holder will be expected to undertake a range of tasks as required by their practice supervisor at a foundation level.

The role holder will be required to work autonomously whilst recognising the importance of seeking advice and ratification from the practice supervisor and/ or Principal Social Worker.

The role holder will need to be able to demonstrate a progression in their competence against the Knowledge and Skills Statements and the Professional Capability Framework culminating in their successful completion of the AYSE scheme. At this point, the role holder will be able to progress to level 2 of the Council's social work development scheme.

The role holder will be required to work with difficult and sometimes confrontational situations given the statutory safeguarding/ child protection practice area. There may also be exposure to unhygienic environments and the post holder may face aggression or threats.

Flexible working will be required within some social work teams.

The role holder will be supported to develop and apply risk assessment and management approaches, these will be tested out on a regular basis in supervision and as an integral part of the ongoing AYSE scheme.

The role holder is responsible for confidentiality and the security of data and for equipment issued to them i.e. lap tops, tablets and mobile telephones.

Work Profile (outline the main areas of responsibility and accountability and competencies)

The role holder will contribute to the fulfilment of the Council's duties with respect to the Children Act 1989 and subsequent legislation. Using their skills and knowledge they will carry out child/family centred assessments, delivering interventions as required by the service.

The role holder will develop, implement, monitor and review effective plans and interventions to improve the safety, well being and development of the child.

The work will take place in a front line statutory children's social care team and will carry a level of risk.

The role holder will be expected to know when and how to seek support and appropriate endorsement from both colleagues and supervisory staff.

The role holder will be expected to work in a co-operative and systemic way with the whole family and key services to improve outcomes for the child/ young person and family.

The role holder will receive support and guidance in using approved models of intervention and will need to demonstrate competence in their application.

The role holder will be required to practice in a child centred manner validating the 'voice of the child' in their practice.

The role holder will work alongside other agencies and family services to provide a comprehensive range of child/family support services and solutions and will be expected to promote cost effectiveness in their practice.

Records will be maintained within the Councils' LCS system and will be completed in line with policy and procedures.

The role holder will work within a team environment and is expected to participate in staff meetings.

The role holder has professional responsibility for his/her own personal development using reflection and other techniques to continually improve professional practice.

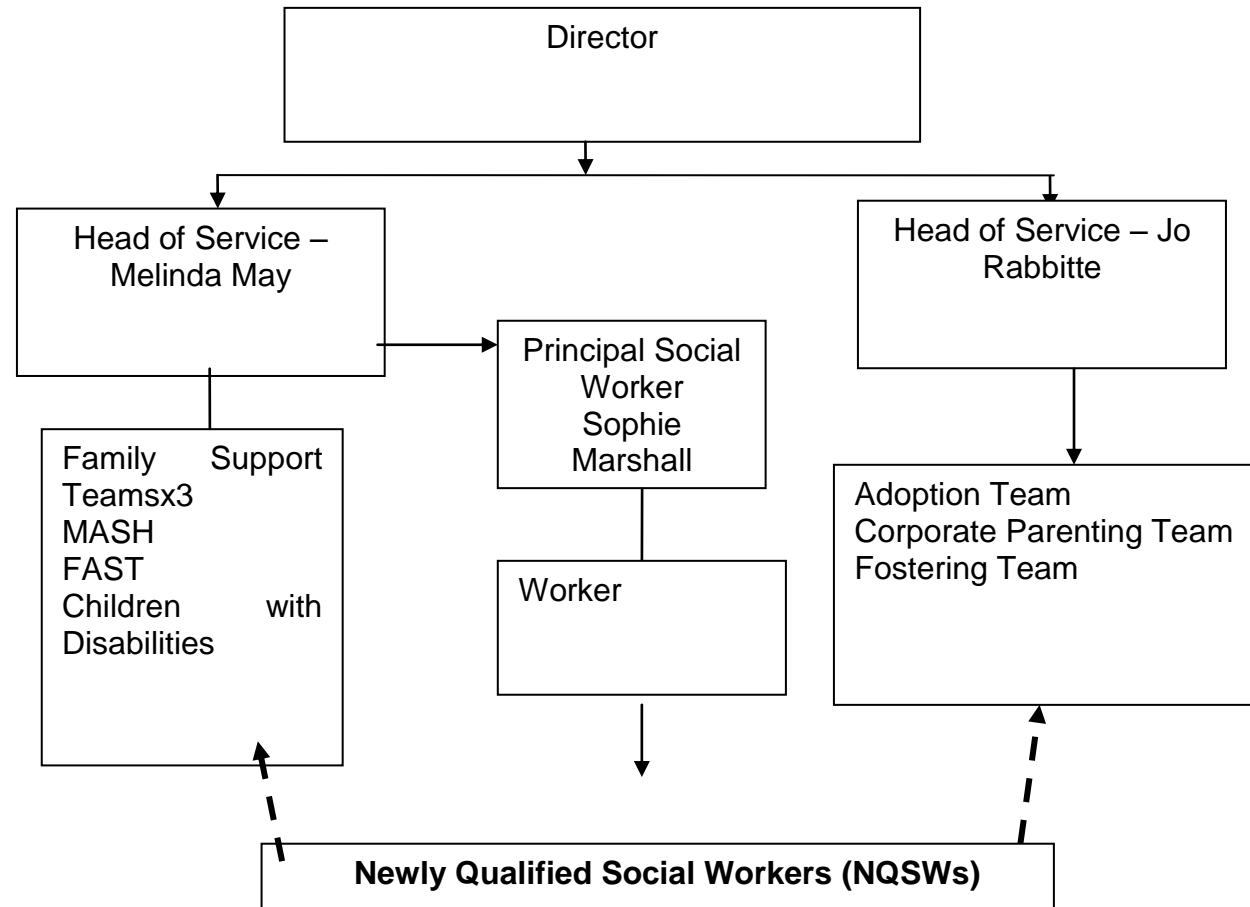
The role holder will receive support and advice from both their practice supervisor and Principal Social Worker at specific intervals. They will be expected to prioritise these activities (supervision and prescribed training workshops) in order to successfully negotiate the AYSE scheme

The role holder is expected to keep up to date with policy, legislation and developments in professional practice and contribute to team and service development

The role holder is an ambassador for the Council and must exercise a high standard of customer care.

The role holder will be expected to adopt a flexible approach to working hours including evening and weekend work if appointed to a CSC team with variable working arrangements.

Job Context (attach the organisation chart(s) relating to the role)



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 fulfill the role requirements
Extensive knowledge and skills gained through practice and/ or qualification to fulfill 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 application form, interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
SKILLS AND KNOWLEDGE							
Technical knowledge and qualifications	<p>Social work degree and current registration with the HCPC. Relevant related qualifications associated with children and families practice. Knowledge of main issues in relation to work with children and families. Able to use prior knowledge and skills to contribute to specific activities or work with a particular client group in support of the service objectives. Awareness of the legislative/regulatory framework within which the role operates Proven ability to relate effectively with children and families evidenced through previous work roles Good skills and knowledge in listening to children and adults, in observation and in carrying out assessments of strengths and weaknesses within families. With support able to understand, assess and manage risk</p>	X X X X X X X	 X 	 X X 	X X X X X X		Application form and interview

Planning and organising work	Ability to analyse, summarise and write/record relevant information to a good level Good verbal and communication skills Able to communicate sensitively with children and families and with other colleagues verbally and in writing Ability to use IT systems effectively to record and process information.	X X X X			X X X X		Application form and interview
Planning capacity and resources	Able to manage own work load effectively. Flexible and willing to support other staff when need arises.	X X			X X		Application form and interview
Influencing and interpersonal skills	Ability to work as part of a statutory frontline CSC team, working co-operatively with other professionals and agencies to meet the needs of children and families. Able to be child and family centred and treat all with respect and with empathy Able to offer support and direction to others when required	X X X			X X X		Application form and interview
PROBLEM-SOLVING							
Using initiative to overcome problems	Able to develop, implement and monitor robust support plans in 'high risk' safeguarding and child protection cases Ability to question, challenge, solve problems and complete tasks using own initiative with support from senior staff	X X			X X		Application form and interview
Managing risk	Able in consultation with senior staff and/or managers, to make considered decisions through the analysis and evaluation of statutorily defined safeguarding and child protection issues. Able to support and guide others in managing risk	X			X		Application form and interview
			X		X		
Managing change	Flexible, able and willing to adapt to change and willing to contribute to service development	X			X		Application form and interview

ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Must be self- motivating but also to work under direction according to guidance policy and standards	X			X		Application form and interview
	Ability to maintain up to date records	X			X		
	Ability to share any perceived difficulties with supervisor and or Prinicipal Social Worker	X			X		
	Takes responsibility for quality and completion of own work within standards	X			X		
Managing people	Co-ordinate and co-work activities of other workers to achieve objectives of support plans when required.		X		X		Application form and interview

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements, Customer Focus, Communicating and Engaging, Managing Resources and Risk, Organising and Improving Performance, Taking Responsibility, Team Player, and Excellent Leadership. Post holders will also be required to evidence the Professional Capabilities Framework as prescribed by the AYSE scheme working to successful completion over a 12 month period.

CORPORATE SAFEGUARDING STATEMENT – All post holders must be committed to applying and upholding the Council’s Corporate Safeguarding Policy Statement. Specific safeguarding responsibilities should be detailed in this document.

SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post

Other information e.g.

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

Signed Line Manager	Signed Service Director	
Print Line Manager	Print Service Director	Date

Appendix 1 – AYSE Competence and Capability Requirements.

The NQSW is expected to demonstrate a level of competence commensurate with the AYSE scheme in the 10 areas of Knowledge and Skills for Approved Child and Family Practitioner (see appendix 2) and the 9 capabilities identified in the Professional Capabilities Framework (see appendix 3).

A NQSW employed by Milton Keynes Council will be expected to evidence competence in the following key roles. The expected learning outcomes are mapped against each key role and the KSS and PCF.

<p>Key Roles</p> <p>Key role 1) – Preparation for assessment of need and practice engagement: Prepare for, and work with individuals, families, children, carers, groups and communities to assess their needs and circumstances.</p> <p>Knowledge and Skills (1);(2);5);(6);(7);(10) Professional Capabilities: (1); (2); (3); (4); (5); (6); (7); (8) 1</p>	<p>Expected learning outcomes:</p> <ol style="list-style-type: none"> 1) Ability to assimilate information about a family, child or individual and identify its relevance to the presenting situation. 2) Ability to contact other agencies and establish their involvement and understanding of the presenting situation. 3) Ability to use relevant knowledge (childhood development theories, roles and relationships in families, safeguarding and child protection) to inform assessment of situation 4) Ability to determine key areas of need, record this in an identifiable and acceptable format and relay it to relevant colleagues, agencies and professionals. 5) Ability to assess 'parenting capacity' (for C&F practitioners) ensuring concerns are recorded using recommended assessment templates and processes.
<p>2 Key role 2) – Plan, Intervene, Review and Evaluate Practice:</p> <ul style="list-style-type: none"> • Plan, carry out, review and evaluate social work practice, with individuals, families, carers, groups, communities and other professionals. <p>Knowledge and Skills (1);(2);5);(6);(7);(8);(10) Professional Capabilities: (1); (2); (3); (4); (5); (6); (7); (8)</p>	<p>Expected Learning Outcomes:</p> <ol style="list-style-type: none"> 1) Ability to follow the social work process*, planning each stage within Council and professional guidelines. 2) Ability to determine what kind of intervention is required, identifying appropriate models of practice to achieve the best possible outcomes. 3) Knowledge and skills to use a family systemic model of intervention, adopting a child-centred approach throughout the social care process. 4) Knowledge of other models of intervention such as problem solving, solution focused interventions, crisis intervention, protective behaviours work and cognitive behavioral approaches. 5) Ability to review outcomes with children and families applying learning points to ongoing professional and service development. <p><i>* social care process is assess, plan, intervene and review.</i></p>
<p>3 Key role 3) – Support, Represent and Advocate:</p> <p>Support individuals to represent their needs, views and circumstances.</p> <p>Knowledge and Skills (1);(2);(4);(5) Professional Capabilities: (1); (2); (3); (4); (5); (6); (7); (8); (9).</p>	<p>Expected Learning Outcomes:</p> <ol style="list-style-type: none"> 1) Ability to take a child centred approach and communicate meaningfully with children and young people 2) Ability to work directly with children, young people, parents and significant others using appropriate means of engagement (child centred activities, discussion, group work, one to one communication etc) 3) Ability to support children in their families ensuring their needs are appropriately safeguarded and met by their adult carers/ parents. 4) Ability to advocate on behalf of children and young people ensuring

	<p>their needs are recognized and met by their families and any agencies/ professionals involved in their situation.</p> <p>5) Ability to advocate on behalf of families ensuring their situation is properly understood by agencies/ professionals involved with them.</p> <p>6) Ability to advocate on behalf of vulnerable parents ensuring their needs are 'signposted' to other agencies when required.</p> <p>7) Ability to work closely with law enforcement agencies when issues of domestic abuse and vulnerable adult needs are identified.</p> <p>4</p>
<p>5 Key role 4) – Assess and Manage Risk:</p> <p>Manage risk to individuals, families, carers, groups, communities, self and colleagues</p> <p>Knowledge and Skills (2);(6);(7);(9)</p> <p>Professional Capabilities: (1); 2); (3);(4); (5); (6); (7); (8); (9)</p>	<p>Expected Learning Outcomes:</p> <p>1) Ability to understand the concept of risk as it relates to children and young people</p> <p>2) Ability to assess risk and identify where there are safeguarding and child protection concerns requiring action in line with Council and statutory expectations.</p> <p>3) Ability to assess risk using an 'ecological model' identifying the strengths and weaknesses in a family and how these impact on children and young people.</p> <p>4) Ability to balance families' right to self determination against statutory safeguarding and child protection expectations, taking in to consideration issues of culture, religion, gender and family conventions.</p> <p>5) Ability to help families identify strengths and abilities enabling them to develop positive coping strategies as part of ongoing intervention plans.</p> <p>6) Ability to assess and manage risk in ongoing intervention plans ensuring concerns are shared with senior staff and responded to in line with Council/ team expectations.</p>
<p>6 Key role 5) – Manage Personal and Professional Responsibilities and be Accountable:</p> <ul style="list-style-type: none"> Manage and be accountable, with supervision and support, for your own social work practice within your organisation and its expectations. <p>Knowledge and Skills (1);(9);(10)</p> <p>Professional Capabilities: (1); (2); (3); (4); (5); (6); (7); (8)</p>	<p>Expected Learning Outcomes:</p> <p>1) Understand and appreciate the significance of supervision in maintaining acceptable levels of practice</p> <p>2) Ability to identify and acknowledge ongoing learning needs ensuring these are discussed in supervision and integrated in to the Council's ongoing appraisal and staff development systems.</p> <p>3) Ability to work in a reflective manner, analysing situations and ensuring practice and service delivery concerns are shared appropriately in supervision or in everyday practice.</p> <p>4) Ability to work as a member of a team, developing effective working relationships with colleagues, professionals and other key stake holding agencies.</p> <p>5) Ability to uphold required levels of professional conduct ensuring this is promoted on an individual and interprofessional basis.</p> <p>7</p>
<p>8 Key role 6) – Develop Professional Knowledge, Values and Competence:</p> <p>Demonstrate professional competence in social work practice.</p> <p>Knowledge and Skills</p>	<p>Expected Learning Outcomes:</p> <p>1) Understanding the significance of practice in a front line statutory children's service and the centrality of safeguarding and child protection principles.</p> <p>2) Understanding of team's service provision in relation to the wider children and families services in Milton Keynes (tier 1, 2, 3 and 4)</p> <p>3) Understanding of children and families services in Milton Keynes and</p>

<p>(1);(6) Professional Capabilities: (1); (2); (3); (4); (5); (8); (9)</p>	<p>an ability to apply this knowledge to individual practice, ensuring a continuum of care is maintained at all times. 4) Understanding of the centrality of professional values in statutory children's services. 5) Ability to acknowledge and identify the impact of personal values and experiences on professional practice, sharing this in supervision as required. 6) Ability to understand and respect each individual family's unique cultural and value systems whilst upholding safeguarding and child protection principles</p>
<p>How are support and Assessment provided during ASYE....</p>	
<p>Learning and teaching methods</p>	<p>Supervision, group supervision, teaching seminars, emailed learning materials, maintenance of a learning log and compilation of portfolio of evidence</p>
<p>Support and resources available to NQSWs</p>	<p>The workforce development senior practitioner and principal social worker will be available to AYSE participants on a formal and informal basis.</p> <p>Supervision will be provided on a fortnightly basis throughout the AYSE cohort by the workforce development senior practitioner.</p> <p>Monthly learning seminars will be held in addition to monthly group supervision sessions.</p>
<p>Assessment methods</p>	<p>AYSE competencies will be tested against the above learning outcomes through compilation of a portfolio of practice evidence.</p> <p>This will be discussed and reviewed with the practice supervisor on an ongoing basis and targets will be set in terms of outstanding learning needs.</p>
<p>Background, qualifications and experience of those delivering the programme</p>	<p>The Principal Social Worker is an accredited practice teacher holds the advanced award in social work as well as a masters in Practice Education.</p> <p>Other contributors to the programme will be qualified social workers with at least 3 years post qualifying experience.</p>
<p>Quality Assurance, responsibility and governance arrangements</p>	<p>The programme will be monitored and reviewed with the head of service (Melinda May) and the principal social worker will compile a quarterly report to outline progress and development.</p> <p>There will be monthly meetings with partnership agency representatives and reviewing processes will form an essential part of the agenda.</p> <p>Participating higher education institutes (HEIs) will also be part of this process.</p>

Melinda May
Head of Service
November 2018