

JOB SUMMARY

Post Title	Social Worker (enhanced)						
Job Family	Service Delivery	Pay Range	11	Line Manager to others?	No	Role profile ref	SD11
Service Area	Adult Social Care						
Line Manager	Senior Social Worker						
Location	All Island						

Job Purpose

To promote a model of self-directed support for individuals and informal carers to enable them to determine their own solutions. To be an active member of the Adult Social Care team delivering on the department's strategy of care and support to enable people to live well in their own home and community. To ensure that when a paid service is needed it is the one that is provided to meet an outcome in the most cost effective and person-centered way. To provide emergency and crisis support to Island residents outside of core business hours as part of a formal rota.

Job Context

- To facilitate and support individuals to complete a needs assessment using a strengths-based approach, which focuses on the individual's skills and abilities, considers their networks of support both within families and the wider community. To consider approaches / early interventions which delay or prevent the development of needs in individuals, such as through universal services in the community, specific preventative services and information / advice on services available locally.
- To support individuals in the development of care planning & care plans using a person-centered approach in liaison with statutory and non-statutory / voluntary agencies, utilizing a wide range of tools and options available to support the person in determining their own outcomes and how they could be met.
- To consult and work effectively with other professionals in order to identify and meet service user / carers needs, positively contributing to the achievement of joint working practices.
- To undertake Safeguarding enquiries and establish protection plans in order to make safeguarding personal. To undertake safeguarding reviews and to ensure all recording is accurate and timely.
- To hold a caseload of a level of complexity and provide case management, guidance, support, supervision and expert advice to social care staff and students, as and when required.
- To assess and manage risk to individuals, families, carers, groups, communities, self and colleagues.
- Apply policies, procedures, codes of conduct and practice in a range of settings and locations as required.
- Undertake statutory duties under the Care Act 2014, Mental Health Act, Mental Capacity Act and other relevant legislation and guidance.
- Encourage, develop and maintain effective working relationships with service colleagues and those in a wide range of partner agencies and services. Promote multi-disciplinary working partnerships, acting as a liaison between the council and other health and social care partners.
- Maintain a positive and professional attitude and approach that will enhance the professionalism, quality of service and image of the council.
- To provide emergency and crisis support to Island residents as required outside of core business hours. The support required will be limited to a maximum of 25 session per year unless agreed otherwise with the individual.
- To deputise for and undertake duties of Senior Social Work as required within core business hours.
- To mentor and coach newly qualified and/or more junior staff including ASYE.
- Provide a point of escalation and advice for other SW's and SWA's across the department – sharing practice knowledge and experience to support career progression and development of others.
- Engaging in reflective practice sessions with wider team and providing leadership for SW's and SWA's in this area.
- Undertake formal investigations in relation to quality of practice, capability and HR matters as required.
- Providing co-ordination of work activity across the team to support the Senior Social Worker.
- Working in partnership with internal and external colleagues in relation to delivery of specific initiatives.

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Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific groups.	Evidence of working with people in a social care setting or other area where there is evidence of development and use of transferrable skills in assessment and analysis. Evidence of ability to engage with others in many different settings.	E	
	To be able to advise, negotiate, mediate and manage information/inter-relationships issues arising with staff/individuals and their carers and other agencies. This includes complaints management and in situations of conflict where communication has broken down.	E	
Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.	To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.	E	
	To manage and direct the work of others outside of core business hours in response to social work emergencies or crisis	E	
Good communication, interpersonal and presentation skills, able to explain technical / legal issues clearly. Proven ability to negotiate with, persuade and influence others.	Ability to plan and negotiate support plans in accordance with the eligibility threshold within the Care Act.	E	
	Ability to demonstrate general needs and risk assessment skills in and health/social care setting.	E	
	To ensure a high level of data quality for all information recorded, ensuring that the information is timely, accurate and complete.	E	
	To ensure that appropriate information is available to the public to support and mitigate crisis and emergency responses outside of core business hours.	E	
Good ICT skills including use of Microsoft applications and specialist systems.	Good written and verbal communication skills. Ability to learn and use local recording tools.	E	
Authoritative knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences. Experience of contributing to the development of procedures and practices.	Be aware of care resources and services, and to advise, act for or arrange access to care and help on behalf of people in need. Also, to encourage the development of suitable resources and partnerships that would benefit carers and users of care services. To be familiar and up to date with changes relating to legislation policy and guidance.	E	
	Able to manage and be accountable for personal practice and development, using supervision and the PDP process to identify training needs. Demonstrate and evidence competence in professional social care practice.	E	
	Ensure that personal practice and services comply with the council's commitment to equality.	E	
	Comprehensive knowledge to current legislation particularly the Care Act, Mental Capacity Act and Mental Health Act so as to be able to provide advice, support and guidance outside of core business hours	E	

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	whilst acting independently and without supervision as required.		
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved.	Ability to manage a case load under the direction of a Senior Social Worker to ensure time targets are met in line with local and national guidance.	E	
	Ability to manage case load without supervision outside of core business hours while providing emergency and/or crisis support as part of the departments formal out of hours rota for social work practice	E	
	Able to make use of supervision and personal development review to ensure best use of time, skills and development opportunities.	E	
Proven research, investigation and analysis skills demonstrating evidence of the ability to identify and diagnose problems/issues and develop solutions/recommendations that are both cost effective and within time constraints.	Willing to participate in training and able to demonstrate a commitment to continuous professional and skills development; actively participate in multi-agency training where appropriate.	E	
Excellent customer service skills, with experience of resolving escalated and complex queries.		E	
Proven ability to build and maintain relationships and engage successfully with stakeholder community.	An ability to work closely and effectively with a wide range of professionals and people.	E	
	Ability to develop effective, collaborative relationships with people regardless of their status, abilities, race, culture or beliefs.	E	
Budget management experience. Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.	Financial responsibility in relation to support planning and IWC charging policy. Ensuring support plans comply with the national eligibility threshold.	E	
	Working knowledge and understanding of local and national charging policies and budgets.	E	
	Ability to apply policies and procedures in a fair and transparent way to ensure people	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to HND, foundation degree standard or equivalent experience.		E	
Professional Qualification with current valid registration.	Appropriate Social Work qualification plus current registration with appropriate body. Practice Supervisors, or willingness to become Practice Supervisor.	E	
Full driving licence and use of a car for work purposes.	The role involves travel.	E	
Satisfactory Disclosure and Barring Service (DBS) check at level enhanced and Adults Barred List check..	This is a definite requirement. Employment cannot proceed without it.	E	

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Other Requirements	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	E	
Ability to establish and maintain effective communication and working relationships with colleagues and partner agencies.	E	
Must present a positive image of the Isle of Wight Council.	E	
Must be flexible and able to work in more than one location.	E	
Must be able to understand and observe the Council's Equality Policy.	E	
May be required to undertake additional duties as commensurate with role and grade	E	
Out of Hours Standby and Call Out You will be required to take part in the Out of Hours Stand-by Duty Rota as required and to undertake allocated shifts. (The opportunity to swap shifts and arrange cover with colleagues will be available to ensure work/life balance can be maintained) Standby and call out duties are paid in accordance with the IWC Pay Policy as in force at the relevant time.	E	
Organisational Structure		
Line Management – the enhanced role will be managed day-to-day by the Senior Social Worker with professional oversight, guidance and instruction coming from the Principal Social Worker and PDU as per established departmental practice.		