



SOCIAL WORKER

ROLE PROFILE

Incorporates

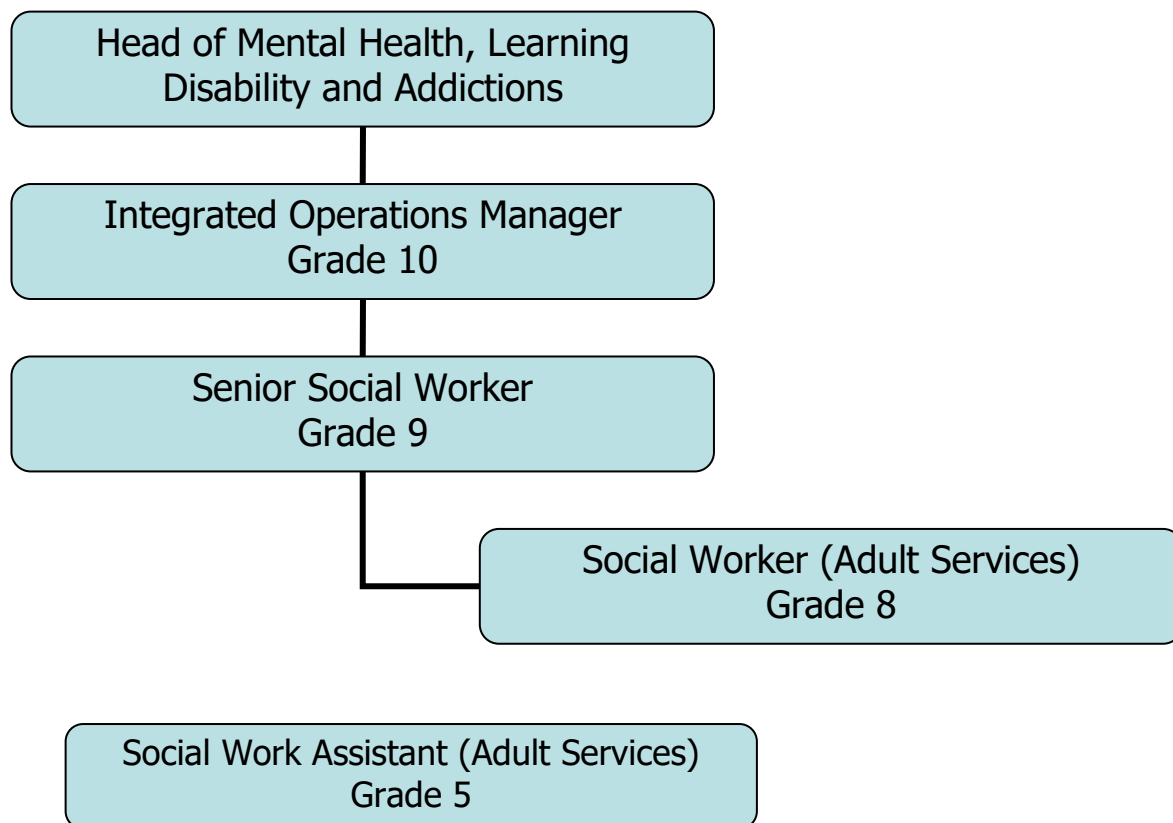
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SECTION 1: POST DESCRIPTOR

1. POST DETAILS	
Post Title: Social Worker (Community Care)	
Service Area: West Dunbartonshire Health and Social Care Partnership (HSCP)	Section: Community Health and Care Services
Reports to: Senior Social Worker	Grade: Grade 8
Position Number: SW1445	Gauge Reference: A4440
2. ROLE PURPOSE The role is to assess, plan, implement and review support packages for service users within all adult and older peoples' services, their families and carers, with a project focus on reviewing support packages to achieve positive outcomes and meeting assessed needs across all Community Care Adult Services including mental health, learning disabilities and addictions services This will be carried out within relevant legislative frameworks, policies and HSCP procedures, through a process of assessment and review setting person centred, tailored, measurable goals. The mission is to improve lives with the people of West Dunbartonshire in order that they can live in a place they can call home, in communities that care, doing things that matter to them, leading healthy, happy and fulfilling lives, and, when they need it, receiving care and support that prioritises independence, control, choice and recovery.	
3. DIMENSIONS and SCOPE OF ROLE (including budgetary and staffing responsibilities) Budget: This role has no direct budget responsibilities. The duty of Best Value requires all local authority staff to make arrangements to secure continuous improvement in performance (while maintaining an appropriate balance between quality and cost); and, in making those arrangements and securing that balance, to have regard to economy, efficiency, effectiveness, the equal opportunities requirement and to contribute to the achievement of sustainable development. Staffing Direct: This role has no direct staffing responsibilities. Staffing Indirect: To supervise or act as link person for social work students when appropriate.	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF SERVICE AREA/SECTION

Although this post sits within Community Health and Care Services, the post holder will also work across all adult and older peoples' services including mental health, learning disability, addictions and physical disability.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- In line with the legal duties of the local authority contained within the Social Work (Scotland) Act 1968 and the Social Care (Self-directed Support) (Scotland) Act 2013, carry out strength-based assessments with service users, their carers and families enabling people to co-produce their assessment if they so wish.
- To assess needs, formulate and implement effective social work interventions, embracing a strengths based process that helps service users to find a good balance of supports utilising all potential networks available ensuring the person is not under or over supported, proactively developing alternatives to paid support, promoting better outcomes for people to be in control and have a good balance of supports.
- To deal with complex issues in sensitive and appropriate manner.

- Monitor and evaluate the progress of service users towards identified outcomes and modify care plans accordingly.
- To prioritise tasks, manage own workload and be accountable for quality case work with adults to achieve positive outcomes.
- To act as a lead professional and participate in assessment, review and decision making as part of a multi-disciplinary team.
- To analyse and evaluate complex information to produce high quality concise reports to inform quality casework and support effective decision making.
- To assess and balance risk and protective factors within adult services, in line with The Adult Support and Protection (Scotland) Act 2007 and the HSCP Adult Support and Protection procedures.
- To communicate effectively both verbally and in writing and build positive relationships with a range of stakeholders, including service users, their families and carers and a wide range of professionals and agencies across a number of disciplines and sectors.
- To use a range of information management systems, such as CareFirst and CM2000, to maintain accurate information and high quality data.
- To effectively participate in the adult services duty team.
- To actively participate in formal consultation and supervision sessions in line with the HSCP Supervision Policy.
- In line with Scottish Social Service Council (SSSC) requirements undertake Continuous Professional Learning (CPL) to maintain and improve your knowledge and skills and contribute to the learning and development of others.
- To maintain a formal record of your own Continuous Professional Learning which can be discussed and reviewed with your supervisor.
- To use research findings and statutory guidance to inform social work practise.

7. PROBLEM SOLVING

The social work profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being. Utilising theories of human behaviour and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work.

To make changes in their lives, people assess how to meet need, recognise and manage risk to themselves and others and do this in the context of balancing often competing rights and responsibilities. Through their relationships, the social worker will help those they are trying to support analyse where they are, work out where they want or need to be, and can be the catalyst for change.

The post holder will be required to apply critical thinking in their practice including analysing, synthesising, evaluating and applying new information. The post holder must be able to objectively evaluate each case by collecting information through observation, interviews and research. They should work with the person they are trying to support and their situation from an objective and neutral standpoint, without jumping to conclusions or making assumptions.

The post holder will be required to deal with a number of potential problems in relation to many aspects of their work. There will be instances whereby the post holder will manage and resolve these without consultation with their line manager. However, during formal and informal supervision there will be opportunity to explore a range of problems and solutions. Departmental policies and procedures are in place and should be adhered to at all times.

The post holder will be expected to adopt a pro-active approach to any issues arising in a work context by supervising and/or devising, for example, protocols and risk assessments to effectively deal with these.

They will be expected to address any emerging issues by working collaboratively with other relevant agencies and colleagues with the safety and wellbeing of service users and staff as a priority.

The post holder will also be expected to become involved in wider initiatives undertaken by HSCP Services, insofar as it has implications for the management and/or development of their own service.

8. PLANNING

The ability to plan with service users in a person-centred way, coordinating care, focusing on goals and preferences, whilst offering opportunities to consider realistic treatment and care options is a fundamental to this role.

The post holder will have the skills to have strengths-based conversations with service users, their families and/or carers, and professionals. They will support people to communicate their goals and preferences, and give them opportunities to consider realistic options, and plan for future changes in their health and care. These strength-based conversations and any decisions made will be recorded, shared appropriately and reviewed at an appropriate time.

The post holder will contribute to the co-production, development and implementation of local policies, plans and procedures.

The post holder will be required to participate and contribute to national planning and implementation groups.

9. ASSIGNMENT AND REVIEW OF WORK

All work will be assigned by the Senior Social Worker and supervised by them on a regular basis.

The post holder will be expected to undertake the tasks and responsibilities outlined above, plus undertake such tasks as directed by senior management and in line with the exigencies of the service, insofar as these are deemed reasonable.

They will also be expected to actively participate in supervision, in a positive and constructive manner in line with West Dunbartonshire's HSCPs Supervision Policy.

In line with Scottish Social Service Council (SSSC) requirements the post holder will undertake Continuous Professional Learning (CPL) to maintain and improve their knowledge and skills and contribute to the learning and development of others.

The post holder will maintain a formal record of their own Continuous Professional Learning which can be discussed and reviewed with their supervisor.

The post holder will report, in the first instance, to their immediate line manager, with whom, objectives are jointly agreed. However, within this context there is a broad framework of delegated authority to develop and progress initiatives autonomously.

Responsibilities of the post can also be generated through the identification of new or amended regulatory requirements or best practice and research, and the post holder requires to be proactive in driving forward change timeously.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder will be expected to develop and implement effective, transparent and consistent methods of communication with colleagues, other local authority departments, service users, their families and carers.

The post holder will be expected to attend and contribute to a wide range of multi-agency meetings including planning meetings, service user's reviews, single issue planning and strategic forums.

To supervise or act as link person for social work students when appropriate.

External communications and working relationships:

The post holder will adhere to the HSCP's experience of developing positive, constructive and close working relationships with all external agencies whose involvement is, directly or indirectly, linked to the safety, security and personal development of staff, service users, their families and carers.

Contact with service users, and carers is an essential element of the job in order to provide support, guidance and to influence change.

Liaison and joint working with a range of staff including a variety of other professionals from e.g. Scottish Government, partnership agencies and other sections of the local authority and health services, will also be required.

11. DECISION MAKING

The post holder will be expected to make decisions in a timeous, effective, informed and practical manner, in line with the best interests of all those affected, particularly service users, their carers and staff.

The post holder requires to have an ability to work autonomously, making use of their knowledge, skills and involvement in all aspects of health and community care for adults their families and carers.

They will inform their decision making through an awareness of all relevant legislation, best practice guidelines (e.g. National Care Standards), policies and procedures.

The post holder will be required to make appropriate use of all management and advisory resources and respond positively in relation to feedback on decision making and reflection on practice.

They will be required to undertake robust, thorough assessments under care management processes and those involving vulnerable adults and adult support and protection procedures.

To organise and undertake regular reviews of complex care packages and promote the involvement of clients in this process

To undertake and contribute to risk assessments and complex case discussions as appropriate.

12. MOST CHALLENGING PART OF THE ROLE

The post holder will be required to support others, often in the face of difficult and stressful situations.

The most challenging part of this job is the day-to-day management of a statutory, complex, and multi-faceted area of work.

It will require the post holder to make decisions with service users, their families and carers which have a major impact on the service user's quality of life, not only in a structured and planned way, but also, in spontaneous and emergency situations.

Whilst they will be able to draw upon the support of more senior management, ultimately, the post holder will be expected to use their own initiative in dealing with wide range of unpredictable, challenging and diverse issues.

The post holder will be responsible for decisions which can often have far reaching effects for those affected: service users, carers and staff.

They will be expected to undertake such responsibilities in a consistent, authoritative and cooperative manner whilst upholding the values and principles inherent in field of adult community care. They will undertake their duties within a legislative framework.

The post holder will display strong leadership qualities in the knowledge they are regarded as role models by staff whose practice will be influenced by their actions and behaviour.

13. GENERAL

Disclosure/PVG membership: PVG (Children and Adults)

Politically Restricted Post: No

General:

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

In line with Scottish Social Service Council (SSSC) requirements undertake Continuous Professional Learning (CPL) to maintain and improve your knowledge and skills and contribute to the learning and development of others.

To maintain a formal record of your own Continuous Professional Learning which can be discussed and reviewed with your supervisor.

Child Protection and Adult Support & Protection Council Officer Training.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
BA (Hons) Social Work	PgDip / MSc Social Work
Registration with the SSSC	
Training	
Evidence of Continuous Professional Learning (CPL)	
Computer literacy including the use of technology enabled care	
Experience	
Experience of working within the field of Adult Social Work Services	Experience of staff/student supervision
Experience of collaborative working and with voluntary organisations and independent providers	
Experience of working in a multi-disciplinary setting	
Knowledge and Skill	
Good working knowledge of community health and care services, procedures and practice	Competent in the use of CareFirst
Excellent written and verbal communication skills	Possess a full clean driving licence
Flexibility of approach	
Ability to influence others positively	
Excellent organisational and work load management skills	
Ability to work with other agencies and form good working relations	
Good interpersonal skills and ability to work on own initiative	
Disposition	
Well motivated, enthusiastic and able to work on own initiative	Be confident and assertive in a multi-disciplinary environment
Good organisational skills and an ability to work within a team	
Ability to work under pressure, to prioritise work and to meet deadlines	
Be able to embrace new challenges and have a flexible approach to practice	