Person Specification

Job title:	**Social Care Worker**
Job Family/ Grade/Level:	**PCS5, Grade 6**
Summary of role:	To carry a caseload of non complex cases and, in complex cases to work alongside and under the direction of a Team Leader, Qualified Worker / Care Manager to carry out specifically identified tasks. **Basic Functions:** 1. Within complex cases, the Social Care Worker will work to the direction of a Team Leader, Qualified Worker or Care Manager 2. In non complex cases she/he will be responsible for an individual caseload under the overall management of a Team Leader 3. The Social Care Worker will undertake assessment, care planning, care management and review of cases **Duties and Responsibilities:** 1. Discharge professional responsibility including direct work with clients, their families and groups as appropriate 2. Deliver, fit and instruct in the use of equipment to assist clients in achieving maximum level of independence in daily life 3. Provide practical support to individuals and families within their own homes and in other settings with activities such as budget management and parenting 4. Develop effective links and liaise with appropriate agencies on behalf of clients. Work collaboratively with colleagues in other Council Departments and external agencies 5. Carry out benefit checks in respect of service users and assist them in maximising their income 6. Assist service users in their dealing with other agencies such as housing providers, and advocate on their behalf as appropriate 7. Accompany service users in a variety of circumstances such as a child on supervised contact or an older person to a view a residential unit 8. Supervise contact between Looked After and Accommodated Children and their parents, record and report to the designated worker responsible for the case 9. To provide ongoing support to clients in treatment programmes, including those delivered through joint working with other agencies 10. To record all work undertaken in accordance with Departmental procedures 11. Participate in, plan, lead and review groupwork programmes. 12. To be responsible for the provision of a Home Support and Day Care service 13. To be responsible for the recruitment, training, allocation and absence management of home care staff 14. To contribute to training programmes for sessional workers, volunteers and service users

	Departmental Standards: 1. Participate in a programme of professional development including successful completion of courses leading to qualification such as HNC and SVQ 2. To participate in the Departmental appraisal process 3. To participate in the Departmental PADP process 4. Ensure that the Council's Equality and Anti-discriminatory policies are adhered to **Corporate Responsibilities:** 1. Manage such staff as may be allocated, with particular responsibility for monitoring and the control of absence levels in accordance with the Council's Control and Management of Absence Policy 2. To ensure self and staff compliance with the Council's Code of Conduct for employees 3. To manage such budgets as may be allocated to the standards required by the Council's policies, practice and procedures 4. To secure Best Value in services directly provided or purchased 5. To contribute to the specification and implementation of Council and Departmental management information systems, and to ensure the effective maintenance and use 6. Co-operate with the introduction of new procedures and/or new equipment/technology 7. Be conversant with and operate at all times within the current Health and Safety at Work legislation and comply with Council's policy 8. Undertake any other duties appropriate to the post and in accordance with the requirements of the Department

Criteria	Essential	Desirable	Evidence
Education, qualifications & training		Social Care Qualifications HNC and /or SVQ Level 3	Application form Qualification/s
Skills	Experience of working within older people, adults, children & families, homelessness or addiction services Possess well developed interpersonal and communication skills e.g. articulate, calm, approachable, discreet, sensitive, open, confident, assertive. Possess an appropriate value base in keeping with SSSC principles and be able to present and justify your views and make appropriate decisions.	Current/previous experience in the use and input to service user IT systems such as Care First system Previous experience in the participation and preparation of assessment and care planning tasks	Application form Interview References

	Possess the ability to be supportive, respectful of others and be non judgemental. Possess skills in relation to people motivation and counselling. Display initiative and interest in work, negotiate and advocate. Ability to plan, organise, prioritise and meet deadlines. Well developed written skills in respect of report-writing. Ability to record accurate, appropriate and relevant information into service user information systems. Ability to use information technology systems to retrieve information and produce reports. Ability to undertake assessment, care planning, care management and reviews of cases.	Previous/current work experience in a client based setting	
Knowledge	Appropriate understanding of the relationship of Social Work Services with other Council Services, Partners, local communities, general public and other agencies e.g. Health, Police, Legal Services, Private and Voluntary Sectors and be able to work effectively for the needs of the customer		Application form Interview References
Other	Able to work within an 8am – 8pm framework	Current Driving Licence	Application form Licence

Competencies	**Essential**	**Desirable**	**Evidence**
Personal Effectiveness Influencing – Level 1	• You're confident and assertive when you put your views across to other people. • You back-up any suggestions you make, with facts. • You're prepared to stand by your views, even if others challenge you. • You're able to explain your views in different ways, if people disagree with you.		Application form Interview References

	• You win people over by explaining why your way is the best way. • You get others to agree, and commit to, an action or viewpoint. • You use facts, good reasons and your own strong feelings, to get people to agree with you. • You adapt the way you talk to people to make sure they understand you.		
Personal Effectiveness Communication – Level 2	• You share relevant and important information on time, with your team. • You're happy to say what needs to be said, and you're tactful when you need to be. • You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation. • You speak confidently, and hold people's attention. • You explain why decisions have been made and use examples to support them. • You keep yourself and your team focused on the most important things, but let other people express their views. • You ask people questions to check their understanding. • You give a good impression of the Council when dealing with non-employees. • You produce clear, concise and easily understood written communications		Application form Interview References
Providing Excellent Customer Service Customer Orientation – Level 2	• You follow-up customer requests, to make sure actions are taken and issues resolved. • You measure customer satisfaction to find out what needs to be improved. • You explain to customers, how and why we can't meet their needs, and offer alternatives. • You change the way you do things, to meet the needs of each customer. • You spot problems and take action, as soon as possible, to stop them getting worse. • You deliver more than you promised, and try to exceed expectations. • You make sure that there is continuity of service, as far as possible.		Application form Interview References

Providing Excellent Customer Service Collaboration – Level 2	• You encourage people to share information, so that they achieve the right outcome. • You ask for help from colleagues or experts outside of the Council. • You try to improve your team's performance, as well as meeting your own personal goals. • You try to get everyone to work together, and help to create a sense of team spirit. • You take steps to manage the way that people think about you, and discuss the quality of your working relationships with others. • You make time to meet people and develop a shared understanding. • You build strong relationships with colleagues and customers, beyond just working together on shared tasks.		Application form Interview References
Leadership Initiative – Level 2	• You use your initiative to solve problems. • You get other people to share their ideas and get them to take personal responsibility for their results. • You proactively try to make a difference and make things happen. • You encourage everyone in the team to join in fully, improving teamwork as a result.		Application form Interview References