



## JOB DESCRIPTION

**Form  
JD1**

<b>JOB TITLE:</b> – Senior Social Work Practitioner		<b>POST NUMBER:</b> 1100DWE/1100DWI 1100DWM/1100DXG/1100DXL/1100DXW 1100DYQ	
<b>REPORTS TO (Job Title):</b>		Service Manager	
<b>DEPARTMENT:</b> CSES		<b>GRADE:</b> 10	
<b>JE REF:</b>	3682 B00951	<b>PANEL DATE:</b>	05/07/2016

<b>1.</b>	<p><b>MAIN PURPOSES OF JOB</b></p> <ul style="list-style-type: none"> <li>• Manage a caseload of children and their families with the most complex problems, designing and implementing appropriate care solutions.</li> <li>• Deputise for the service manager.</li> <li>• Mentor and co work with less experienced social work practitioners, including NQSWs.</li> <li>• Supervise social work students.</li> </ul> <p><b>Context:</b></p> <p>The post holder will operate in an environment of transformational change, innovation, and financial constraints. They must be able to manage change in such an environment and have the confidence to promote the voice of the child in both the delivery and development of services. They will be key to ensuring that strategic visions are translated into service provision.</p>		
<b>2.</b>	<p><b>CORE RESPONSIBILITIES, TASKS &amp; DUTIES:</b></p>		
	i	To deputise for their line manager across the range of line management responsibilities.	
	ii	To manage cases discussed with, agreed and allocated by the service manager. These cases will be the most complex of the cases held within CSC, demanding a high level of experience, skill and knowledge.	
	iii	To undertake assessments of complex need with a view to presenting them in a court arena.	
	iv	To take necessary statutory or other action in relation to the liberty or safety of children, including emergency situations, liaising with other agencies, when appropriate.	
	v	To co-work or mentor less experienced (or student) social workers with a view to enabling these workers to develop high levels of knowledge and skills and build capacity within the service.	
	vi	To keep up to date with research and development and to identify and progress areas for skill, knowledge and practice development in the wider social work force through workforce development processes.	

vii	To perform the department's statutory functions in respect of children in need, and children whom the local authority is looking after: and to be an advocate for children in court proceedings, statutory panels and with other agencies. To work with other agencies, as necessary, to fulfil the department's statutory duties.
viii	To work with other departmental staff and agencies to implement decisions reached on services for users and to take a leading role in all necessary placement or review panels to ensure that service provision continues to be appropriate to users' needs and wishes.
ix	To monitor, review and reassess individual care and support packages and respond to changing needs and issues raised.
x	To work with individuals or groups of users in line with the key task of developing individuals' potential, independence and dignity.
xi	To support and advise children, parents and carers and to encourage the development and maintenance of appropriate support networks and services within the individuals' homes or in the community.
xii	To contribute to the planning and development of the department's services response to statutory developments and clients' wishes through feedback on service provision.
xiii	To maintain appropriate and timely computerised records of cases, plans and actions taken, in line with the department's Client Access to Files Policy and the national policy on electronic recording.
xiv	To comply with all the requirements of child protection, family and human rights legislation, national and Council policy, procedures and processes and professional standards.
xv	As this is a new post to take on duties as required as the post develops.
<b>3.</b>	<p><b>SUPERVISION / MANAGEMENT OF PEOPLE</b></p> <p>Providing support and guidance to NQSW's and social workers.  Supervising social work students (long arm).  Mentoring and supporting social workers who are working toward PE award.</p>
<b>4.</b>	<p><b>CREATIVITY &amp; INNOVATION</b></p> <ul style="list-style-type: none"> <li>• A high level of creativity and innovation is required in providing a user-centred service, exploring different ways of meeting complex, individual needs against eligibility criteria and tailoring care or support plans.</li> <li>• Creativity is necessary in the assessment of individual needs and translating these into a care or support plan, determining what services are available and needed and how best to make the plan work.</li> <li>• The jobholder needs to review established processes continually to meet the needs of children and young people, assessing risk and ensuring efficient service provision and improvement.</li> <li>• Innovative approaches are frequently required to establish meaningful communication with the service users e.g. using role plays, drawings, story</li> </ul>

	<p>books and the like to elicit information, and to achieve a degree of partnership where there is conflict between the service-users and the department.</p> <ul style="list-style-type: none"> <li>• Problems are unique, complex and unremitting, dealing with vulnerable people, and it is not appropriate to apply generic responses. The jobholder must find innovative solutions which meet the needs of service users using their professional social work skill, judgement and knowledge of children's and human rights legislation.</li> <li>• The jobholder responds to emergency situations arising from their own and colleagues' caseloads, has rapidly to obtain the key facts, analyse the information and determine an appropriate course of action, liaising with other agencies, as necessary.</li> <li>• The jobholder has to explore different means of overcoming distrust in establishing meaningful relationships with service users.</li> <li>•</li> </ul>
5.	<p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• A critical source for other members of the team for advice, support and mentoring</li> <li>• Regular contact with other team members and staff in other Council directorates about issues relating to the care of children and access to relevant services, e.g. children centres, Adult Services, Mental Health Services, Housing Department, schools and the Youth Offenders Team.</li> <li>• Significant contact with the Legal Services Department on matters of child protection, family law, the law relating to adoption, human rights legislation and disclosure of confidential information.</li> <li>• Contact with workforce development colleagues re provision of training and support for social workers.</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Engagement with strategic partners, including contact with health professionals in hospitals and the Primary Care Trust and, in particular, with paediatricians, psychiatrists, psychologists, physiotherapists, occupational, speech and language therapists and community nurses. Information exchange can include sharing critical information about a child's condition.</li> <li>• Contact with solicitors on disputes over residency and with the courts concerning the provision of reports. Also, with the police and the Probation Service concerning children and young people and acting as an advocate, when required. The jobholder has contact with other local authorities, adoption agencies and foster / sharing carers on child care issues.</li> <li>• Contact with the judiciary in the presentation of high quality assessments within the court arena.</li> </ul>

6.	<p><b>DECISIONS – discretion &amp; consequences</b></p> <ul style="list-style-type: none"> <li>• Plans and prioritises own workload against the department’s and own work plan. Needs to respond rapidly to service users requiring urgent attention, analysing the problem and exploring options and solutions.</li> <li>• Subject to the requirements of children’s and human rights legislation, the Council’s and nationally determined policies and procedures, the jobholder has wide-ranging discretion concerning the assessment of the needs of service users and the provision of advice on the care of children, drafting care plans and implementing recommendations.</li> <li>• The jobholder needs to be able to exercise professional judgement in assessing individual needs against eligibility criteria, determining risk and producing, implementing and monitoring care plans for vulnerable children and their families with complex problems.</li> <li>• A high level of analytical reasoning ability is required in interpreting and evaluating complex information and producing positive outcomes.</li> <li>• The professional and emotional support provided by social workers is rated highly by service users, if done well, and enhances the reputation of the Council as a service provider. It facilitates communication at all levels, improving relationships within families, furnishes new life opportunities, enabling service users to have a better life and to contribute more fully to the community.</li> <li>• Inappropriate support and advice could lead to claims and consequential financial and reputation risk for the Council.</li> <li>• Inappropriate levels/ quality of support and guidance given to NQSWs could result in actions being taken against the council by NQSWs who have failed to demonstrate their capabilities in their ASYE.</li> </ul>						
7.	<p><b>RESOURCES – financial &amp; equipment</b>  <i>(<u>Not</u> budget, and <u>not</u> including desktop equipment.)</i></p> <table border="0"> <thead> <tr> <th data-bbox="229 1503 392 1536"><u>Description</u></th> <th data-bbox="954 1503 1038 1536"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="229 1559 635 1592">• Normal office equipment.</td> <td></td> </tr> <tr> <td data-bbox="229 1615 405 1648">• Pool car.</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	• Normal office equipment.		• Pool car.	
<u>Description</u>	<u>Value</u>						
• Normal office equipment.							
• Pool car.							
8.	<p><b>WORK ENVIRONMENT – work demands, physical demands, working conditions &amp; work context</b></p> <p><b>Work demands</b></p> <ul style="list-style-type: none"> <li>• The jobholder’s work is subject to constant review and he/she has to deal with conflicting demands, changing deadlines and requirements.</li> <li>• Very high and complex caseload.</li> </ul>						

	<p><b>Physical demands</b></p> <ul style="list-style-type: none"> <li>• Normal office environment.</li> <li>• Considerable time spent working on a PC.</li> </ul> <p><b>Working conditions</b></p> <ul style="list-style-type: none"> <li>• Normal office environment.</li> <li>• Frequent home visits in often-unpleasant domestic circumstances.</li> </ul> <p><b>Work context</b></p> <ul style="list-style-type: none"> <li>• Normal office environment.</li> <li>• Dealing with vulnerable people in distress with the potential for verbal abuse and physical threats.</li> <li>• Due to the sensitive nature of the work and the stressful situations facing families worked with, the post holder may be exposed to verbal aggression, either on the telephone or in person and the worker needs to be skilled in de-escalating volatile situations. On occasion this could include the potential for physical threats.</li> </ul> <p>The worker will gather information on a daily basis that may be of a distressing nature for example, relating to abuse of vulnerable children and serious health issues faced by some children.</p>
<p><b>9.</b></p>	<p><b>KNOWLEDGE &amp; SKILLS</b></p> <ul style="list-style-type: none"> <li>• The jobholder must have a final level professional qualification in social work, e.g. a first degree in social work or C.Q.S.W., C.S.S., Diploma in Social Work (DipSW) or similar as defined in the National Conditions of Service.</li> <li>• The job holder must be able to demonstrate significant CPD.</li> <li>• The job holder must hold a practice educator award (or equivalent) or be willing to work to attain the award.</li> <li>• The post holder must have, or be willing to develop a particular areas of social The jobholder needs to have an excellent knowledge and understanding of legislation in respect of children, families and human rights and its practical application, of working with children and their families and of communication methods.</li> <li>• He/she should have a child-centred approach and a sound knowledge of child development.</li> <li>• Good knowledge and understanding of the Council's and the department's policies, procedures and practices.</li> <li>• Must be able to analyse information and make sound, rational decisions.</li> <li>• Excellent oral and written communication skills, with an ability to present information in report form.</li> </ul>

- Influencing and negotiating skills are required when dealing with children, parents, carers and service providers.
- Team working ability, good time management and organisational skills.
- Ability to defuse hostile situations.
- Must be familiar with relevant statutory guidance
- Must be familiar with and willing to develop evidence based social work practice.
- Experience of cases involving the resolution of complex professional and legal issues affecting the care of children in relation to the courts, case conferences and other formal processes.
- Experience of cross agency practice with others involved in the care of children, e.g. acute/ community health services, the police, schools and colleges.

**10. POSITION OF JOB IN ORGANISATION STRUCTURE**

