



JOB DESCRIPTION

**Form
JD1**

v	To assess service users' needs and to make appropriate recommendations for family support, accommodation of children and community based and therapeutic services either directly or indirectly provided by the department or by other agencies.
vi	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.
vii	To monitor, review and reassess individual care and support packages and respond to changing needs and issues raised.
viii	To work with individuals or groups of users in line with the key task of developing individuals' potential, independence and dignity.
ix	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.
x	To contribute to the planning and development of the department's services in response to statutory developments and clients' wishes through feedback on service provision.
xi	To account for all financial transactions in the provision of services, identifying the need, seeking authority for funding and ensuring services are provided and accounts are paid within 30 days of receipt in accordance with Council policy.
xii	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.
xiii	To comply with all the requirements of child protection, family and human rights legislation, national and Council policy, procedures and processes and professional standards.
3.	SUPERVISION / MANAGEMENT OF PEOPLE No. reporting - Direct: 1 Indirect: 0 One student at any one time (not continuous)
4.	CREATIVITY & INNOVATION <ul style="list-style-type: none"> • 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. • 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. • 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. • Innovative approaches are frequently required to establish meaningful communication with the service users e.g. using role plays, drawings, story 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. • Problems are unique, complex and unremitting, dealing with vulnerable people,

	<p>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.</p> <ul style="list-style-type: none"> • 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. • The jobholder has to explore different means of overcoming distrust in establishing meaningful relationships with service users.
5.	<p>CONTACTS & RELATIONSHIPS</p> <ul style="list-style-type: none"> • Internal 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. family centres, Adult Services, Mental Health Services, Housing Department, schools and the Youth Offenders Team. The jobholder has contact with the Legal Services Department on, for example, matters of child protection, family law, the law relating to adoption, human rights legislation and disclosure of confidential information. • External 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. • 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.
6.	<p>DECISIONS – discretion & consequences</p> <ul style="list-style-type: none"> • 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. • 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. • The jobholder needs to use professional judgement in assessing individual needs against eligibility criteria, determining risk and producing, implementing and monitoring care plans for vulnerable children with complex problems e.g. two children with different fathers, one of which wanting custody of his child, thereby splitting the children with the other going into care or both going into care together: determining what would be the most successful outcome for all involved. • A high level of analytical reasoning ability is required in interpreting and evaluating complex information and producing positive outcomes. • The professional and emotional support provided by social workers is rated

	<p>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.</p> <ul style="list-style-type: none"> • Inappropriate support and advice could lead to claims and consequential financial and reputation risk for the Council. 				
7.	<p>RESOURCES – financial & equipment <i>(Not budget, and not including desktop equipment.)</i></p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: left;"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Normal office equipment. • Pool car. </td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	<ul style="list-style-type: none"> • Normal office equipment. • Pool car. 	
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8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work demands</p> <ul style="list-style-type: none"> • The jobholder’s work is subject to constant review and he/she has to deal with conflicting demands, changing deadlines and requirements. • Very high and complex caseload. <p>Physical demands</p> <ul style="list-style-type: none"> • Normal office environment. • Considerable time spent working on a p.c. <p>Working conditions</p> <ul style="list-style-type: none"> • Normal office environment. • Frequent home visits in often-unpleasant domestic circumstances. <p>Work context</p> <ul style="list-style-type: none"> • Normal office environment. • Dealing with vulnerable people in distress with the potential for verbal abuse and physical threats. • 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. <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>				
9.	<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> • 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. • The jobholder needs to have a good 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.

- He/she should have a child-centred approach and a sound knowledge of child development.
- Good knowledge and understanding of the Council's and the department's policies, procedures and practices.
- Must be able to analyse information and make sound, rational decisions.
- Sound oral and written communication skills, with an ability to present information in report form.
- 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 the Department of Health's assessment framework and looked after children materials.
- Must have an understanding of alcohol, drugs and substance abuse and its impact on mental health.
- 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.

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 - Effective operational proficiency or advanced
- Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.

10. Position of Job in Organisation Structure

