|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Job Title** | **Social Work Assistant** | **Post Number** |  | | |
| **Department** | Children, Adults and Health | **Division** | 0-25 service | | |
| **Section/Team** | 16-25 social care team | **Reports to** | Senior Practitioner | | |
| **Career Family** | Caring Services | **Role Profile No.** | CAS09 | **Hay Grade** | 9 |
| **Context** | | | | | |
| About the role  Under the day to day supervision of the Senior Practitioner, you will work in the 16-25 Adult Social Care Team to undertake promoting-independence assessments and reviews for less complex cases to assess young adult service user needs, agree goals to be met within the support plan, and monitor progress.  Assessments and reviews follow the 3 Conversations model adopted by the Department and meet the requirements of the Care Act 2014. Senior Practitioners within the team will allocate cases to the post holder, on the basis that they present as straightforward and/or occur frequently and are within the skill and experience of the post holder to undertake. The post holder will receive regular supervision from the Senior Practitioner and have access to advice and guidance from more senior staff on all case-work as required.  The post holder will be required to visit young people and their families/carers, and undertake assessments following the 3 Conversations model of working. You will be working with a strength based approach, working in close partnership with our Preparing for Adulthood Team in the 0-25 Service.  Where a service user’s needs are more complex, the post holder can seek advice from the Senior Practitioner and, where appropriate, the case will be supported by social work or occupational therapy colleagues within the team either through direct involvement or through the provision of guidance.  Physical Effort and Working Environment (other than in a normal office environment)  You will be required to visit service users in their homes. On occasion you may be required to deal with people whose behaviour is challenging.  About the team  The 16 -25 Adult Social Care Team sits between children and other adults social care teams as part of the 0-25 service. This team focuses on those young adults with disabilities who require assessments under the Care Act, and may be known to various children’s social care teams or new referrals into the authority. The team is managed by a Team manager who works collaboratively with both the children’s services, the adults services and other external partners to deliver ‘strategic, tactical and operational adult social care services. For those young people who have an Education Health Care Plan, there is joint working with the Education Team.  The team is responsible for developing both short and long term care, reviews and reassessments working to the final personal budget and, where appropriate, being responsible for the adults’ safeguarding plan. The team uses a 3 Conversations and strength based approach to ensure that the social, health and welfare needs of adults in South Gloucestershire are met in line with Departmental Strategic objectives.    About the wider section/function  The Adult Social Care Service promotes independence, choice and wellbeing through coordination of high quality services for adults with social care needs. This includes supporting diverse client groups: older people, disabled people, adults with mental health needs, adults with learning disabilities. Operational teams provide high quality assessments, reviews and services which support the independence and wellbeing of older people and vulnerable people within South Gloucestershire. This is undertaken by occupational therapy and social work functions within each team which provide generic and specialist assessments and reviews.    Problem solving and decision making examples  As part of the monitoring and reviewing process the post holder could identify safeguarding concerns about care provision or needs and will need to follow processes and alert senior members of staff about these concerns/issues. For example concerns may be raised about a service user linked to inadequate care provision.  During the course of an assessment the post holder may identify more complex needs requiring assessment or support form qualified members of the team, the post holder will raise any concerns with the Senior Practitioner to receive advice and agree way forward.  The post holder will help people to access services by for example sign-posting service users, family members and/or carers to available and appropriate services. This involves sharing available guidance and helping service users explore services.  As part of the monitoring and reviewing process, the post holder might identify changes required to the 3 Conversations plan and will make recommendations to senior members of staff for approval. The post holder will then agree revised goals with the service user and family, liaising with providers where appropriate, and put in place interventions agreed.  Post holders have access to a work mobile and can call a senior member of the team for advice or assistance when out on visits where required | | | | | |
| **Role Purpose** | | | | | |
| To assist in organising and/or providing effective care services which may include the assessment and review of care plans, in order to promote independence and deliver a high standard of personalised care. | | | | | |
| **Key Responsibilities** | | | | | |
| Identify needs and arrange service provision ensuring that services are appropriate, accurate, targeted and well-organised and contribute to project planning meetings | | | | | |
| Assess, monitor, evaluate and review cases, care plans or reablement programmes, making recommendations for changes or adjustments as necessary. | | | | | |
| Take action to refer issues as necessary in accordance with Safeguarding Procedures in order to protect vulnerable people. | | | | | |
| Provide advice, support and guidance to service users and their carers ensuring it is in line with Council and national standards. | | | | | |
| If relevant: provide personal care and support including specialist advice and guidance and advocacy on behalf of service users. | | | | | |
| Demonstrate specialist equipment to service users and if relevant provide personal care support, this will ensure that service users are provided with the help, information and the support they need. | | | | | |
| Provide information to support and improve service provision | | | | | |
| Liaise and work with external contacts e.g. health agencies, emergency services ensuring that communication is effective. | | | | | |
| Engage with the community and volunteers in order to gain wider and more inclusive support for clients | | | | | |
| Maintain confidential reports and case notes, record care plans and risk assessments in accordance with professional and Council guidelines. | | | | | |
| **Contacts and Relationships** | | | | | |
| You will provide advice and guidance to service users and you may provide direct care.  You will build effective relationships with colleagues and internal and external customers communicating, empathising and influencing them | | | | | |
| **Work Planning, Procedures and Organisation** | | | | | |
| You will identify needs and arrange service provision, contributing to planning and target setting.  You will support services and maintain confidential records, reports and assessments.  You may assist in accessing benefits and other funding for customers. | | | | | |
| **Knowledge, Skills and Experience** | | | | | |
| 1. You will be able to demonstrate numeracy and literacy skills to GCSE grade C level or equivalent. 2. You may hold a vocational qualification e.g. NVQ 3 or equivalent. 3. You will have considerable experience of working in similar service areas, including customers with complex needs. 4. You will demonstrate knowledge of relevant legislation, regulations and codes of practice; processes and procedures; support mechanisms and specialist equipment. 5. You will have good communication and relationship building skills. 6. You will be able to carry out basic risk assessments. 7. You will have good report writing skills. 8. If relevant: you will have some knowledge of the availability and scope of care funding 9. You will have a good level of general IT skills and the ability to use, or be trained in the use of, appropriate specialist in-house software packages. 10. Able to demonstrate the Council’s values and behaviours. | | | | | |
| **Problem Solving** | | | | | |
| There are procedures in place which will help you to resolve problems and guide you in how you carry out your duties.  You draw upon your learnt experiences to enable you to resolve problems and the result may be checked to see if it is correct. Once the solution has been chosen it may need to be changed slightly so it solves the problem, but generally this is not required as the problem will have been previously experienced.  A more experienced member of staff is usually available and can be used to refer situations or problems that are out of the ordinary. | | | | | |
| **Facts and Figures** | | | | | |
| Numbers of staff managed/supervised  0  Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)  0  Number of enquiries/items processed  n/a  Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)  0  Size, complexity and number of cases/number of clients allocated  Individual caseloads vary dependent on nature of the case, individual caseloads are regularly reviewed at supervision with Senior Practitioners to ensure they are manageable. | | | | | |
| **Organisation Chart** | | | | | |
|  | | | | | |
| **Person Specification** | | | | | |
| Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.  Essential  Experience in a relevant area of statutory or voluntary sector work in the health or social care field. (KSE3)  A relevant qualification e.g. NVQ Level 3 in health or social care or equivalent. (KSE2)  IT skills to use client data system (training will be provided where necessary). (KSE9)  Ability to gather information from a variety of sources and follow assessment processes. (KSE3,4,7)  Ability to maintain timely and accurate records and produce clear assessment plans. (KSE7)  Understanding of the needs of service users and good interpersonal skills. Ability to work alongside service users, other professionals and service providers in a way that promotes independence and personal choice. (KSE3,5,6)  Updated 3rd September 2024  Matched 2 February 2021 | | | | | |