

JOB DESCRIPTION

Job Title: Social Care Worker

Directorate & Section/Unit: People, Adult Social Care

Reporting to: Social Worker/Team Manager

Grade: Scale 6

WCC Management Level: Frontline

Responsibility for: An allocated caseload of Adult Social Care and Individuals

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values.

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive

Purpose of job:

- To listen and connect with adults and carers to promote their well-being and to maximise independence and access to community resources
- To work intensively with adults to regain control of their lives when a crisis occurs and support people to plan for the future. Summary: Through meaningful conversations, you will carry out and review assessments and support plan for adults and their carers to build a good life within their community

Main Activities and Responsibilities:

- To work with adults, using a strength-based approach, who may have a wide range of care and support needs and require support to reduce and manage identified risks
- To work in partnership and engage other professionals to ensure there is a multi-agency approach which enables the adult and/or their carer to live as independently as possible
- To meet statutory requirements including best practice in relation to the principles of the Care Act 2014 and the Mental Capacity Act 2005
- To fully engage in reflective practice, demonstrating you are an active member of the team
- To identify adults and carers who may be at risk of abuse and neglect and support safeguarding procedures, alongside a qualified social worker
- To participate in a range of meetings with adults and carers and exchange information, participate in decision making, with support and review progress
- To carry out meaningful conversations which determine eligibility under the Care Act (2014)
- To engage with adults and their carers using a strengths-based approach to identify available resources to meet their needs (wherever possible)
- To build to excellent and effective relationships with other agencies and the local community to sign-post when appropriate

- To develop creative support plans which focus on the outcomes of adults to promote their independence and ensure Care Act (2014) needs are met in a way which helps to maximise this
- To gather and analyse from a variety of sources that will provide an informed judgement for the decisions you make
- To have an awareness of potential deprivation of liberty and seek management support.
- To promote the welfare of Children and discuss any safeguarding concerns with the line manager
- To consider eligibility for Continuing NHS Healthcare, completing CHC Checklists and referring on to request that a full Decision Support Tool is completed and contributing to this appropriate
- The Social Care Worker will undertake duty responsibilities in line with the requirements of the team
- The Social Care Worker must maintain accurate records in-line with the Adult Services' Recording Policy
- To prepare and participate in reflective practice and supervision • To make financial decisions within the boundaries of Adult Social Cares Devolved Decision Making Policy and seek support and authorisation for decisions above the level set
- The Social Care Worker must be committed to continuing professional development

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act)
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Senior Managers, Management Teams, Managers & Staff across all directorates

External: CQC, District & County Councils, Government Agencies & Departments, Healthcare Professionals, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, Individuals, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, Shared Lives providers, families, and individuals, and within a timely manner
- Reasonable adjustments will be considered as required by the Equality Act

Author: Kerry McCrossan.

Date: 07/03/2023.

Date of grading confirmation: 07/03/2023.

PERSON SPECIFICATION

Job Title: Social Care Worker

Directorate & Section/Unit: People Directorate, Adult Social Care

Grade: Scale 6

EXPERIENCE:

It is **essential** that the post holder has:

- Significant experience of working in a health or adult social care environment, providing advice and support to individuals with a wide range of needs including learning disabilities, mental health needs, long term conditions and dementia
- Significant experience in assessing needs and translating these into person centred outcomes
- Considerable experience in providing support and assistance to individuals with care and support needs
- Significant experience in developing care and support plans, and evaluating outcomes
- Considerable experience in maintaining accurate records using computer-based information systems
- Considerable experience in quality assurance, including auditing, reviewing, and monitoring practice
- Considerable experience of supervising care practice, and ensuring practices are evidence based and current
- Demonstrable experience of quality assurance, auditing, and monitoring practice
- Evidence of continued learning and development to ensure up to date knowledge in social care practice

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Specialist knowledge and understanding of universal services and how to access these
- Specialist knowledge of Safeguarding and Adult protection issues and responsibilities
- Specialist knowledge of the Mental Capacity Act
- Specialist knowledge of the requirements of a CQC Registered Service
- Working knowledge of quality assurance, auditing, and monitoring practice
- Effective communication skills
- Able to write clear, evidence-based reports concisely and for a range of audiences.
- Able to effectively assess the needs of Individuals and develop person centred, strengths-based care and support plans.
- Excellent IT skills, including Microsoft Office
- Good understanding of personal budgets, resource allocation and client charging eligibility processes
- Able to liaise and respond effectively, and develop productive working relationships with other agencies and providers
- The ability to communicate effectively and sensitively with people accessing the service, considering their individual needs

- The ability to plan and prioritise own caseload effectively
- Highly self-motivated with ability to work effectively on own initiative
- Good organisational skills to effectively manage own time to achieve delegated tasks
- Good numeracy skills
- Ability to identify and mitigate risk
- Problem solving skills, with a creative, flexible, and sensitive approach
- Ability to set up and monitor Shared Lives placements effectively to ensure scheme and CQC requirements are fully met

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Level 3 qualification in Health and Social Care or equivalent experience
- A level 2 qualification (e.g., GCSE Qualification in Maths and English) or equivalent experience
- Attended relevant training courses to enhance skills knowledge and understanding of Social Care

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, individuals, internal and external clients and within a timely manner
- An understanding of and a commitment to equal opportunities and anti-oppressive practice

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