

 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
Job Title	Senior Social Worker		
Service	Health and Wellbeing	WISH (Wokingham Integrated Social Care and Health) Service	
Location	Shute End		
Reports to	Team Manager / Service Manager		
Grade:	Type of position:		Hours per Week:
NRSG3	Full Time		37

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

#### Service Purpose

To work within the Adult Social Care team 18+, undertaking direct work with customers who have a learning disability, physical disability, long term conditions and older people. The main aim of the service is to enable individuals to live safely in the community, maximising individual's abilities to care for themselves and supporting carers to continue in their caring role as long as they are able to.

Working in accordance with key legislative framework, the service will support individuals to access support services in line with their eligible needs, with an emphasis on health, safety and wellbeing for vulnerable individuals. There is an emphasis on working with key partners and agencies to ensure a holistic approach to meeting needs.

## General Description of the job

There is a drive to support the Wokingham Integrated Partnership Programme to promote greater integration between Health and Social Care. Therefore, the post of Senior Social Worker has been developed; the posts will act as a key link between Primary Care Networks, General Practitioners and Health and Social Care.

A key part of the role will be to offer greater availability to support the PCN's, creating increased access to guidance, joint-working and problem resolution. This will result in greater resilience across the whole system, with a shared knowledge of working practices and access to information and support.

This is a new role which will focus on the ways we can develop the integration through Multi-Disciplinary Team meetings, joint training and responsive social work input. It will also develop and enhance relationships with key stakeholders, including, voluntary and community services and seek to improve practices and inter-working relationships.

## Organisation Chart

Head of Service

Service Manager

Team Manager

**Senior Social Worker**

Social Work

Assessors

Students

### **Main Accountabilities of the post**

1.	To be a named representative and key link between Adult Social Care and Health.
2.	To have active contact with PCN's, local GP surgeries, Community Mental Health Workers, Social Prescribers and voluntary services.
3.	To contribute towards the development of Multi-Disciplinary Team meetings within WBC, with a view to increased frequency and urgent responses. The role will also require chairing MDT meetings.
4.	To be allocated cases referred from the MDT meetings, for people with social care needs, to ensure work is started immediately a using a Strength Based Approach with appropriate responses to need (approx. 12 per month).
5.	To work in accordance with the Care Act 2014 to provide preventative support or to assess the needs of customers and their carers, offering access to services in line with their eligible needs, with an emphasis on health, safety, and wellbeing for vulnerable individuals and those that care for them.
6.	To adopt a Strength Based Approach to care, and maintain a professional and respectful working relationship with individual customers and carers. To work in a person-centred way, ensuring that individual dignity is maintained, cultural and communication needs are addressed, and choices and aspirations are acknowledged and heard.
7.	To establish close working relationships with support services. This will include the Technology Enabled Care (TEC) Service, Review Team, Re-ablement services, Operational Commissioning, Contracts and Commissioning, Continuing Health Care, Housing and Single-Handed Care Projects to offer a holistic and cohesive approach.
8.	To ensure that you bring forward creative ideas and offer individualised solutions to enhance the relationship with ASC and Health.
9.	To be responsible for joint training, education and information sharing between health and ASC.
10.	To identify risk and/or investigate any incidence of potential abuse or neglect of vulnerable individuals

	with a view to the development and implementation of protection plans. To chair Safeguarding meetings as required.
11.	To identify, attend and/ or chair meetings, which will support the co-ordination of multi-disciplinary working.
12.	To be familiar with electronic case recording systems and to ensure that records are maintained according to Council procedures and statutory requirements. Practitioners are accountable for the accuracy and completeness of their case records.
13.	Supervise, develop and performance manage staff as required, to ensure they carry out their role effectively.
14.	Support Team Managers / Service Manager on all operational issues to ensure both staff and customers receive appropriate advice and support, contributing to the running of a safe service.
15.	To carry out other such tasks as are commensurate with the post according to specialist skills and current policies and procedures. The role is flexible, and the list of main tasks and responsibilities is not exhaustive.
<b>Additional Corporate Responsibilities</b>	
1	<b>High Support, High Challenge:</b> To ensure that you bring forward your creative ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.

4	<p><b>Special Factors:</b> Able to work with degrees of risk, change and conflict and to identify personal stress levels and to seek advice/ support, when necessary, within or outside of formal supervision.</p> <p>Ability to undertake lone working in a range of settings including people’s own homes.</p> <p>Some availability to undertake work outside normal office hours.</p> <p>Able to travel independently according to the nature of the work required.</p> <p>Post-holders should be aware that all Wokingham Borough Council Offices are non-smoking.</p>
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<u>Scope</u>		
<b>Resources</b>	The post holder will be allocated a laptop and mobile phone for which they will be responsible for.	
<b>DBS Check required</b>	Yes - Enhanced	

## **Values Profile**

### **One Team**

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

### **Value & Pride**

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focussed on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

### **Trust & Respect**

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

### **Customer Service Excellence**

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted

services on those in greatest need

- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

#### **Leadership & Management**

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organisation
- Promotes & builds the Council's reputation as a first class employer & service provider
- Proactively seeks feedback on own performance and how impacts on others

#### **Finance & Value for Money**

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

#### **Political Engagement**

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes self available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

#### **Personal & Professional Development**

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

**Person Specification**

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Social Work (degree or diploma) qualification	E	
Full EU driving licence (and access to the daily use of a car)	E	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Ability to use standard Microsoft programs and to learn specialist client record systems etc	E	
Ability to communicate well and work collaboratively with team members/customers/families	E	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Minimum of 2 years post qualifying experience	E	
Good working knowledge of the statutory framework for the relevant care group and of an appropriate range of professional interventions.	E	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience in a Social Care or health care environment.	E	
Experience of managing risk in a social care or health setting	E	
Experience of supervising others		D