

Job Description

Job title	Senior Social Worker
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	Choose an item. SW3
Reports to	Team Manager

Main purpose of the job:

Contribute to the delivery of a highly effective Adult Social Care service in an efficient manner. Responsible for professional supervision and overseeing a small number of social care staff ensuring good practice within the service which includes training, coaching and mentoring skills. Provide oversight, professional advice and guidance to the team whilst maintaining a complex case load and demonstrating expert and effective practice in complex situations managing higher levels of risk in a way that ensures the safeguarding and welfare of individuals.

In collaboration with senior colleagues and Team managers this role is pivotal in supporting the Team to empower Medway residents to maintain their independence through early interventions that provide holistic, person-centred strength-based assessments and interventions. Ensure that the quality assurance framework is implemented and take an active role in audit activity including making sure areas of service improvement are actioned.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Provide a high-quality resource of professional social work knowledge and expertise to a team of Social Workers, to assist the team in ensuring that it carries out its core tasks to a high standard.

Take an active lead role in service and staff development, identifying areas needing improvement, presenting and implementing action plans which will facilitate optimal performance and encouraging positive within supervision. This includes actively promoting and supporting Social Work students and social work apprentices within the team.

Provide quality formal and informal supervision to both qualified and unqualified staff, ensuring the team's performance and quality meet and maintain excellent standards, and developed as needed. This may include developing tailored action plans for individual team members.

Ensure the delivery of high-quality, person-centred care and support, taking a holistic whole family approach to ensure that the person's needs are met and identify any impact on family members or others in their support network.

Work closely with colleagues within the council and partners ensuring that person centred outcomes are met in ways which utilise available resources as effectively as possible within budgetary constraints.

Represent the local authority in a range of key meetings, panels, and groups, ensuring follow up on agreed actions and work closely with colleagues within the council and external partners ensuring that person centred outcomes are met in ways which utilise available resources as effectively as possible. This may also include deputising for the Team Manager when required.

Contribute to the development of new initiatives through attendance or leadership on working groups, multi-agency forums, training courses etc to develop current and new ways of working that meet service requirements and bring about change where necessary for the team and service users.

To actively support and manage OT Duty service and lead on managing lone working procedures to ensure that services are delivered which meet the needs of the person and optimise the use of all resources.

Maintain awareness of changes in legislation and related policies and practices and ensure all social work staff are also informed of these changes to enable consistent and timely implementation. This will include promoting and supporting the Council's policies and procedures for safeguarding, carrying out duties and work at all times in a way that ensures the safeguarding and welfare of service users.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Accountabilities to Adults

Accountabilities to the Adults we work with:



- Be a good listener.
- Be non-judgemental.
- Be responsive.
- Be understanding.
- Be honest.
- Be focused.
- Be realistic.
- Be a good time keeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

‘Make no decision about me without me.’

Organisation:

This role reports to the Team Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A recognised professional Social Work qualification recognised by Social Work England
- Current Enhanced DBS
- A Minimum of 3 years post qualifying experience and hold or willing to work towards an Practice educator or Best Interest Assessor or Approved Mental Health Professional.
- Full driving licence and access to a vehicle

Level B

- Working towards an Practice educator or Best Interest Assessor or Approved Mental Health Professional.
- Evidence of ongoing continuous professional development
- Working towards an Practice educator or Best Interest Assessor or Approved Mental Health Professional.

Level C

Knowledge

Level A

- Ability to apply knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the Care Act 2014, Safeguarding, Mental Health Act and Mental Capacity Act 2005.
- Knowledge and experience in the application of National Policies and developments relating to Adult's Social Care policy areas and the impact on people and their families.
- Knowledge and experience in the application of relevant theoretical frameworks, practice models, research findings and the application of psychological and human development theories.
- Knowledge of NHS Continuing healthcare national framework and associated processes.
- Ability to demonstrate the advanced theoretical, practical and procedural knowledge across a specialist area or an equivalent level of organisational, procedural and policy knowledge.
- Demonstrates knowledge and experience in terms of safeguarding and prioritise safeguarding appropriately.

Level B

- Up to date knowledge and understanding of changes to legislation and practices across the Social care sector.

Level C

Experience

Level A

- Experience of taking responsibility for a caseload of complex cases managing conflict and risk and exercising professional autonomy and judgement.
- Demonstrable experience of undertaking high level assessment work in specialist areas and the ability to



make independent decisions.

- Demonstrable experience of supervising qualified and unqualified staff and providing day to day practice direction.
- Significant demonstrable experience in adult safeguarding mental capacity and best interest.
- Demonstrable experience of assisting in the co-ordination of team resources and an understanding of budgetary management.
- Experience in ensuring allocations are completed and rates are maximised per week.
- Experience of attending performance clinic and achieving a good understanding and use of the dashboard – to do this with support.
- Experience of taking a minimum of 2 x complex cases per month
- Experience of providing formal supervision to SWs and newly qualified SW & SCO's.
- Experience in identifying development areas across the team supervisory support.
- Experienced in being an Inquiry Officer for complex safeguarding cases as and when required

Level B

- Experience of monitoring and managing the differences of individual allocation rates and possible reasons (weekly working hours, supervision duties, are they locums, PE, sickness, training, mentor). With these differences in mind and where allocation rates are consistently significantly below average escalate concerns to team managers.
- Experience of attending performance clinic and achieving a good understanding and use of the dashboard
- Experience in addressing low allocation rates, throughout and closures with any individual and devise, implement and monitor action plans to raise the allocation rate to a reasonable number.
- Experience of providing formal supervision to SWs, newly qualified SW & SCO's and apprentices where appropriate – this may include supervisees where there are moderate performance issues.
- Experienced in identifying development areas across the team
- Experience of supporting the team members with safeguarding queries and actioning as appropriate

Level C

- Experience of providing formal supervision to SWs, newly qualified SW & SCO's and apprentices where appropriate – this may include supervisees where there are significant performance issues.
- Experience of taking the lead in developing, implement training / upskilling of the team
- Experience of being a DSO for safeguarding cases

Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Full driving licence valid for use in the UK and access to own transport for work purposes
- Competent ICT and recording skills
- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences
- Ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term
- Ability to use leadership and coaching skills to improve performance and quality.
- Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands especially with conflict and complex cases



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- Demonstrate comprehensive assessment and analytical skills
- Ability to take part in discussions that will drive performance and improvement across the service
- Ability to work autonomously and progress a series of activities within recognised guidelines making frequent decisions on complex cases without ready access to more senior officers except for advice on policy or resource issues.
- Good understanding of performance and ability interpret data and action accordingly with support.
- Through supervision independently promote resilience, emotional and physical well-being
- Use professional judgement and analytical skills to inform complex judgements and decisions in their own cases
- To demonstrate the ability to respond effectively to changing priorities
- Able to understand and analyse complex situations where significant levels of uncertainty are present and potential or actual significant conflict exists – escalate where necessary.
- To have relevant skills in using information, data and technology e.g. Mosaic reports, ASC B&I dashboard, Power BI and spreadsheets etc.
- To be proficient with Teams: including updating documents and ensuring documents and data are in line with policy and the needs of the team

Level B

- Ability to analyse performance data to monitor performance and devise plans to improve with oversight.
- Independently promote resilience, emotional and physical well-being.
- Support their supervisees to use professional judgement and analytical skills to inform complex judgements and decisions in their own cases
- Able to understand, analyse and suggest solutions in complex situations where significant levels of uncertainty are present and potential or actual significant conflict exist – escalate where necessary.
- Promotes and embeds the use of community partner and charity organisations.
- Ability to consider budget implications while meeting essential assessed outcomes

Level C

- Ability to independently analyse performance data to monitor performance and devise plans to improve
- Able to understand, analyse and resolve complex situations where significant levels of uncertainty are present and potential or actual significant conflict – escalate where necessary.
- Knowledge of a variety of funding streams and ability to consider budget implications while meeting essential assessed outcomes.



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