

Job Description

Job title	CHC Specialist Senior Social Worker
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR SW3
Reports to	Team Manager

Main purpose of the job:

As a Senior Specialist CHC Assessor, you will lead on Decision Support Tool (DST) assessments to determine eligibility for NHS Continuing Healthcare funding. You'll also manage complex cases, including disputes and joint funding solutions, while supporting individuals and families through the assessment process with empathy and professionalism.

You'll work closely with internal teams, care providers, and local authority partners to ensure appropriate care packages are in place—whether or not individuals meet CHC criteria. Your role will also include conducting Section 117 reviews and contributing to service improvement initiatives.

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 [One Medway Council Plan](#) and embeds our [values and behaviours](#).

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.

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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.

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.

- Lead and coordinate CHC assessments and reviews (virtual and face-to-face)
- Manage a clinical caseload from assessment to resolution
- Collaborate with stakeholders to arrange care packages and placements
- Provide specialist advice on CHC, S117, and joint funding pathways
- Maintain accurate records and support data reporting and governance
- Contribute to performance targets and service development

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- Support training, induction, and continuous improvement efforts

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.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

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

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident. |

Accountabilities to 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.'

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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. |

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)
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Person Specification

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

Qualifications

Level A

- Degree in Social Work
- Registration with Social Work England
- NMC registration as an adult nurse

Level B (in addition to level A criteria)

- Working towards Practice Educator and/or Best Interest Assessor and/or Approved Mental Health Professional.
- Evidence of ongoing continuous professional development in accordance with Social Work England (SWE).

Level C (in addition to levels A and B)

- Practice Educator Award and/or Best Interest Assessor and/or Post Graduate Approved Mental Health qualification.

Knowledge

Level A

- Detailed knowledge and understanding of how to apply all relevant social care legislation, policy, statutory guidance and procedures.
- Knowledge of the Equality Act 2020 and principles of anti-discriminatory practice.
- Knowledge of General Data Protection Regulations.
- Knowledge and experience in the application of national policies and developments relating to Adult's Social Care 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.
- Knowledge and experience of Section 117 aftercare
- Knowledge and experience of safeguarding and how to prioritise safeguarding appropriately.
- Understands equality and diversity and promotes this across the service.

Level B (in addition to level A criteria)

- Up to date knowledge and understanding of changes to legislation and practices across the social care sector.
- Comprehensive knowledge of the prevention and enablement agenda.
- Understands the advanced theoretical, practical and procedural knowledge across a specialist area.
- Knowledge of Adult Social Care resources required to deliver effective care and support to individuals and their carers.
- Knowledge of the role of the Court of Protection

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Level C (in addition to levels A and B)

- Comprehensive knowledge of a wide variety of funding streams both internal and external to the Council and how they can impact upon practice
- Knowledge and practical application of risk assessment and safeguarding adult statutory frameworks and current agendas |

Experience

Level A

- A minimum of 2/3 years' relevant post qualifying experience.
- Experienced in being an Inquiry Officer for complex safeguarding cases as and when required.
- Experience of promoting and advancing, wherever possible, an individual's right to autonomy and self-determination.
- Experience of supporting others to reflect on the impact of own values on professional practice.
- Experienced in providing guidance and challenge to others about applying the principles of social justice.
- Experience of promoting strength-based practice and the use of community-based resources.
- Experience of providing supervision to Social Care Officer's and shadowing opportunities for students.

Level B (in addition to level A criteria)

- Experience of chairing meetings e.g. team meetings, best interest meeting, less complex professional meetings.
- Experience in managing and allocating cases.
- Experience of attending performance meetings and achieving a good understanding of performance using the dashboard.
- Experience of providing formal supervision to SWs and newly qualified SW & SCO's.
- Experience in undertaking appraisals and identifying individual development areas.
- Experience of supporting team members with safeguarding and actioning as appropriate.
- Experience of supervising and managing a wide range of complex cases

Level C (in addition to levels A and B)

- Experience of developing and implementing training / upskilling of the team
- Experience of being a DSO for safeguarding cases
- Experience in identifying and mitigating risks to individuals on your own caseloads and for those you supervise.
- Experienced in managing key performance indicators.
- Experience in identifying gaps in service delivery and providing feedback to Team Managers.
- Experienced in using sound judgement in decision making. |

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Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook, as well as an electronic integrated system such as MOSAIC or similar.
- Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.
- Good understanding of performance and ability to interpret data and action accordingly.
- Can promote resilience, emotional and physical well-being of team members
- Use professional judgement and analytical skills to inform complex judgements and decisions in their own cases
- Demonstrate the ability to respond effectively to changing priorities
- To have relevant skills in using information, data and technology
- Promotes and embeds the use of community partner and charity organisations.

Level B (in addition to level A criteria)

- Ability to analyse performance data to monitor performance and devise plans to improve.
- 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 – escalating where necessary.
- Ability to consider budget implications while meeting essential assessed outcomes
- Ability to manage the throughput of cases held within the team and use effective caseload management skills
- To apply and provide challenge for requests to funding

Level C (in addition to levels A and B)

- Ability to develop resilience and promote emotional and physical well-being amongst staff.
- Ability to monitor performance, and devise plans to monitor and evaluate outcomes
- Promotes and encourages staff ongoing professional development.
- Ability to implement ideas and innovations which impact positively on the service.
- Ability to Identify efficiency savings and opportunities for cost reduction
- Ability to deputise for the team manager at complex, multi-agency meetings.