JOB SUMMARY

Post Title	Senior Social Worker						
Job Family	Service Delivery	**Pay Range**	11	**Line Manager to others?**	**Yes**	**Role profile ref**	SD11
Service Area	Adult Social Care						
Line Manager	Team Manager						
Location	All Island. Some mainland travel may be required.						

Job Purpose

To co-ordinate a multi professional social care team and provide operational and supervisory management across social care in line with the Care Act. To allocate work to team members ensuring that statutory duties and locally and nationally set timescales are adhered to.

Job Context

- To act as the professional lead, with accountability for ensuring high standards of assessment, case management, support planning, and review in line with the Care Act/Mental Capacity Act etc. , ensuring compliance with all national and local policies, procedures and guidelines.
- To act as an expert advisor within Adult Social Care whilst supporting people with a range of needs, using a strengths-based approach.
- To promote effective application of the Adult Social Care strategy 'Care Close to Home' demonstrating use of available resources to promote independence and avoid long-term admission to residential care. Support people to live longer within their own homes through community, family and own strengths and use of self-directed support.
- To provide regular reports as requested by the Team Manager on the use of resources. In conjunction with the Team Manager be responsible for the operational and performance management of the service.
- To ensure the Adult Multi-Agency Safeguarding Policy is strictly adhered to and that safeguarding remains the responsibility of all staff within the team, embed Making Safeguarding Personal within practice.
- To enable practitioners to collaborate within and between teams. To facilitate the sharing of expertise and knowledge with colleagues that positively promotes change in the delivery of service, practice and ways of working to promote multi-professional / integrated working.

Knowledge, Skills and Experience

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.	To ensure that the service provided is person centered, that all written and verbal information is accessible and understandable to individuals, taking cultural, sensory, cognitive and behavioral needs into account. To ensure that individuals and their carers experience dignity and respect in their contact with Adult Social Care. To be able to advise, negotiate, mediate and manage information/inter-relationships issues arising with staff/individuals and their carers and other agencies. This includes complaints management and in situations of conflict where communication has broken down.	**E**	
Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.	Considerable experience in working with adults in social care or other relevant settings providing transferrable knowledge and skills. Experience of managing and directing the work of others. To ensure throughput of work is achieved and that the team works efficiently in achieving optimal outcomes for individuals	**E**	

	and carers by providing advice and direction within the service area. This may involve working alongside staff in the various areas of health and social care, particularly where members of staff are experiencing difficulties or are unable to achieve the required outcomes.		
Good communication, interpersonal and presentation skills. Ability to understand and explain complex information to a range of audiences. Proven ability to negotiate with, persuade and influence others.	To provide emotional and practical support and advice to other staff working in the various areas of a multi-professional service. Able to lead and develop others which may include ASYE, professionally qualified staff and other team members with vocational qualifications. To ensure that appropriate information is available to the public, by the provision of service user records and by the provision of general information about the service.	**E**	
Good ICT skills including both standard Microsoft applications and specialist systems.	To use IT systems to enable monitoring quality issues and evaluation outcomes, reporting regularly to the Team Manager on Performance Management and Quality Assurance. To ensure all records are kept up to date including absence reporting/attendance records, performance monitoring and individuals electronic social care records in PARIS.	**E**	
Authoritative knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences. Experience of contributing to the development of procedures and practices.	Knowledge of the current legislation, particularly the Care Act, Mental Capacity Act Mental Health Act. Working knowledge of local and national policies and drivers. Through focus groups contribute to the development and implementation of local procedures and practices.	**E**	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.	Understanding of principles of quality driven services. Use data to analyse the work of the team to identify and address performance issues.	**E**	
Proven research, investigation and analysis of skills demonstrating evidence of the ability to identify and diagnose problems/issues and develop solutions/recommendations that are both cost effective and within time constraints.	Evidence of ongoing professional development and investment in own learning and growth.	**E**	
Excellent customer service skills, with experience of resolving escalated and complex queries.	To undertake investigations into complaints received about the service and be proactive in trying to resolve issues for individuals. To undertake complex safeguarding enquiries in line with current local and national policy and guidance.	**E**	
Proven ability to build and maintain relationships and engage successfully with stakeholder community.	An ability to work closely and effectively with a wide range of professionals and people. Ability to develop effective, collaborative relationships with people regardless of their status, abilities, race, culture or beliefs.	**E**	
Budget management experience. Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed	Working knowledge and understanding of local and national charging policies and budgets. Ability to apply policies and procedures in a fair and transparent way to ensure people	**E**	

accurately.	are fully informed of their financial situations.		
Experience of volunteer management where appropriate to the job.	NA	**NA**	**NA**
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to HND, foundation degree standard or equivalent experience.	May require level 4 up to first degree standard or equivalent experience in a relevant subject. Appropriate Social Work or Health qualification plus valid registration with appropriate body.	**E**	
May require relevant certifications including evidence of fluency in English language.	Car driver with full license and use of a vehicle for business use.	**E**	
Relevant professional/vocational qualification	AMHP or accredited Practice Educator (or agreed equivalent for professional backgrounds other than social work).	**E**	
Other Requirements			
Must be able to understand and observe the Council's Equal Opportunities Policy.			
Must be able to understand and operate the Council's Health and Safety Policies.			
Enhanced DBS check will be required.			

Out of Hours Standby and Call Out
You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.