WOKINGHAM	**Job Description**		Job Reference:
Job Title	Social Worker		
Service	Adults - Health and Wellbeing	Ongoing Care & Support Team	
Location	Shute End		
Reports to	Team Manager / Service Manager		
Grade:	Type of position:		Hours per Week:
8	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 with a broad range of care and support needs. 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, for as long as they feel able.

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.

General Description of the job

To work in accordance with the Care Act 2014 to determine eligibility for the provision of Community Care Services.

To work across a broad range of specialisms within the Ongoing Support Team, which includes working with older people; those with physical disabilities; substance misuse; long-term health conditions; dementia; self-neglect; hoarders and low-level mental health.

There will be an emphasis on working creatively to identify whether needs can be met in different ways.

To assess an individual's needs; provide advice and support with signposting; maximising social capital; collaborate with key teams to provide a seamless service for individuals and their carers; and identify themes and solutions for savings.

The worker will need to apply a strengths-based model of care. To be a highly motivated team player, with the necessary skills to be assertive, deliver change, and challenge differences in a respectful manner.

Organisation Chart

Head of Service

Service Manager

Team Manager

Senior Social Worker

Social Work

Social Care Practitioners

Main Accountabilities of the post	
1.	To work in accordance with the Care Act 2014 to assess the needs of customers and their carers, offering access to support services in line with their eligible needs, with an emphasis on health, risk management and wellbeing for vulnerable individuals and those that care for them.
2.	To adopt a strengths-based approach to assessment and maintain a professional and respectful working relationship with customers, carers and families. 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.
3.	Assessments will often be complex, thorough and have an emphasis upon value for money. As such, it is vital that the worker establishes close working relationships with support services. This will include the Technology Enabled Care (TEC) Service, Review Team, Reablement services, Operational Commissioning, Contracts and Commissioning, Continuing Health Care, Housing and Single-Handed Care Projects to offer a holistic and cohesive approach.
4.	To establish professional relationships with local providers to enable joint working, investigation of new innovative ways of working, and encourage an open and transparent dialogue. To develop strong links with a broad range of professionals, local voluntary services and charities, who work across different specialisms.
5.	To be motivated to share your ideas, offer creative solutions, challenge areas where the Council can improve, and to contribute to the team and the Council's ongoing success.
6.	To proactively undertake risk assessments and formulate positive risk management plans, having regard for the safety and wellbeing of the customer and others, whilst promoting independence and positive risk taking.
7.	To identify and/or investigate any incidence of potential abuse or neglect of vulnerable individuals with a view to the development and implementation of protection plans which maintain their safety within the multi-agency safeguarding adults procedures.
8.	To maintain appropriate professional registration. To be aware of developments in professional practice and participate in relevant internal or external training to update working knowledge of professional/legislative/statutory guidance with respect to particular care groups.

9.	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.
10.	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.

Additional Corporate Responsibilities	
1	**High Support, High Challenge:** To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	**Health and Safety:** 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	**Equal Opportunities:** To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	**Special Factors:** 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. Ability to undertake lone working in a range of settings including people's own homes. Some availability to undertake work outside normal office hours. Able to travel independently according to the nature of the work required. Post-holders should be aware that all Wokingham Borough Council Offices are non-smoking.

Scope		
Resources	The post holder will be allocated a lap top and mobile phone for which they will be responsible for.	Office Storage will be provided.
DBS Check required	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.		
Qualifications	**Essential**	**Desirable**
Social Work (degree or diploma) qualification	E	
Full EU driving licence (and access to the daily use of a car)	E	
Technical Skills.	**Essential**	**Desirable**
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	
Knowledge	**Essential**	**Desirable**
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	
Experience	**Essential**	**Desirable**
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	E	