

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Health Wellbeing and Adults

DIVISION: Operations

JOB TITLE: **Newly Qualified Social Worker (NQS)**

ROLE PROFILE

Job Title:	Newly Qualified Social Worker (NQSW)
Department:	Health Wellbeing and Adults
Division:	Operations
Grade:	Grade 9
Hours (per week)	36 hours Career Progression Scheme Applies
Reports to:	Team Manager
Responsible for:	N/A
Role Purpose and Role Dimensions:	<p>Croydon council is taking a place based approach, focusing on localities, prevention and early intervention, and taking a whole family, strengths based community led support (CLS), approach; working alongside residents and their families to maximise their life chances and outcomes. This role operates within that context.</p> <p>Using the Community Led Support resource wheel and other strengths based, person centred resources, hold good conversations with people to help identify their strengths, gifts and abilities and those of their families, friends and communities.</p> <p>Help to connect people with people and with communities to support a good life.</p> <p>To provide a professional social work service to residents, carers and communities in Croydon in line with national legislation and guidance and local policy and procedures.</p> <p>To be based in a place based, skill mixed social care team and work in an integrated way through GP huddles, the Integrated Care Network (ICN) and with the Alliance and community partners.</p> <p>Take a community led support, strengths based approach to promote residents independence, wellbeing and social engagement wherever possible and safeguard vulnerable adults ensuring that services are delivered at the right time, to the right people in the right place.</p>

Hold a protected caseload which ensures all assessments are strengths based, Care Act compliant, proportionate to need and demonstrate that they are resident led with positive outcomes, identify strengths and what matters most to people. On the basis of identified needs seek preventive measures wherever possible to avoid residents transition to high cost services. Monitor and review.

To demonstrate best practice, reflective and continuous professional development.

Work closely with all teams across the division to develop new approaches to ensure resilient services/models are in place. Maximise residents' rehabilitation/reablement potential, prevent hospital admissions and ensure timely hospital discharge.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Will work directly with ;residents, carers, families/supporters and members of the public as well as a range of organisations and professionals including:
Independent and voluntary service providers; other local authorities; Care Quality Commission; benefits agencies and other government bodies; Clinical Commissioning Groups; medical professionals and professionals allied to health; mental health professionals; Courts; Police; law centres; Ambulance Services; Advocacy Services; resident and carer groups

Key Internal Contacts:

Team Managers and Senior Managers across Adult Social Care and All Age Disability Services, Safeguarding and Gateway; other Council departments; ICN and Alliance colleagues.

Financial Dimensions:

Assist with the active financial management of cases, using the RAS process to cost packages of care, seeking Team Manager authorisation.

Negotiating care package costs with providers and commissioners and confirming that contracts are in place. Setting up financial arrangements so that providers are paid in a timely way and that the cost of ongoing packages are reviewed. Ensure residents, carers and families are aware of social care charging policies and processes. Liaise with financial assessment colleagues. Ensure that residents and

carers are fully informed about self-directed support and direct payment arrangements

Key Areas for Decision Making:

Assessing and identifying needs, mental capacity and risks and formulating care/support plans which promote choice and control for the resident/carer.

Negotiating individual support packages with providers/commissioners which ensure best value for the resident /carer and team.

Assessing and managing risk in consultation with your supervisor /Team Manager.

Assessing and working in line with Safeguarding Children and Adult procedures.

Undertaking statutory assessments under the Care Act 2014, Mental Capacity Act 2005 and other relevant legislation.

Other Considerations:

Ability to travel in connection with work and undertake home visits.

Ability to work flexible hours, including occasional planned meetings/appointments outside of normal office hours.

Post holders that have a valid driving licence are able to either provide or use a car for work purposes with valid insurance covering business use - where required

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

To collaboratively assess the needs of residents and carers in compliance with the Care Act 2014, Mental Health Act 2007 and the Mental Capacity Act 2005 and other relevant legislation and guidance. Produce proportionate, resident led strengths based good conversations and assessments which improve health and wellbeing outcomes.

To ensure residents are protected from harm as defined by the Safeguarding Adults/Child procedures.

Key Elements:

This will involve:

Direct work with residents, carers to assess needs, identify community assets, enablement potential and risks to independence. Promote the use of advocacy services when appropriate.

Providing relevant and accurate information about resources to residents and carers to allow them to exercise choice and control.

Developing key working relationships across the community and partners working in GP the ICN and Alliance.

Developing clear and analytical, strengths based assessments which identify eligibility needs and what matters most to the person.

Identifying and working with supervisor to identify risk areas and develop risk management protocols that take into account ambiguity, complexity and the level of risk.

Conducting assessments under the Mental Capacity Act 2005 /participate in best interest meetings as appropriate.

Developing, monitoring and reviewing assessments and care plans to ensure they reflect and continue to meet eligible needs.

Promoting self-directed support and the option of direct payments.

Ensuring your work is evidence based robust, transparent and defensible

This will involve:

Identifying any adult or child protection issues and ensure they are addressed. Any concerns relating to the wellbeing of children should be addressed in accordance with 'Think Family' and Safeguarding Children procedures.

Investigating allegations of abuse and assisting in the development of proportionate interventions in line with Croydon's Safeguarding Adults procedures, in consultation with managers.

Engaging with service providers and with CQC as appropriate whenever there are safeguarding adults concerns arising in provider services.

Working jointly with other local authorities when issues of harm cross geographical boundaries.

Conducting proportionate assessments, including where appropriate mental capacity assessments. Work with the resident and partner organisations, including advocacy services, to manage and minimise risks to the resident and other people.

Proactively work with legal processes, in line with the Mental Capacity Act and Deprivation of Safeguards, to protect vulnerable people a risk of harm.

Participating in Safeguarding Adults strategy meetings.

To effectively manage the financial aspects of Care and support packages for residents

This will involve:

Negotiating with providers and commissioners as appropriate over the cost and quality of services.

Producing clear itemised and outcome focused care/support plans.

Liaison with residents, family carers and providers over the financial details, i.e. clarifying respective responsibilities for payment of providers, charging of service users and on-going management of service users' finances.

Working with Brokerage to set up services.

Ensuring the accuracy of financial assessment of service users through close liaison with residents, family members and the finance team.

Ensuring that all care or support packages take account of residents need and best value.

Assisting residents to obtain their full entitlement of welfare and disability benefits and to maintain a high level of knowledge and expertise in this area

To review arrangements for residents ensuring their needs continue to be met, that services remain of a high quality and cost

This will involve:

Managing individual outcomes through monitoring and review, ensuring that residents receive an annual review. That services are reduced or stopped in a timely manner

effective

when no longer required.

Carrying out reviews in line with the review procedure, looking at individual needs and how they are being met, and vigorously pursuing opportunities for progression towards greater independence wherever possible.

Promoting residents independence and self-empowerment balancing this with risk management.

Checking that proper financial arrangements are in place and being safely exercised.

Actively participate in and contribute to behavioural and cultural change in the team, including new ways of working.

This will involve:

Developing confidence when making professional decisions, appropriate to your level of experience.

Contributing to the appraisal process in accordance with the Council's My Appraisal scheme.

Model good practice setting expectations for yourself.

Maintaining timely accurate written records on the electronic client database.

Implementing effective working systems to enable you to utilise mobile and digital technology to become more productive.

Contributing to the implementation of performance, quality assurance and information management systems within the team.

Promoting and encouraging skill mixed team working and an environment where challenge and resilience are demonstrated.

Supporting the development of operational policies, procedures and working practices at team and divisional level.

Developing skills in excellent timely record keeping

Operate and contribute as an effective and collaborative team member

This will involve

Promoting a culture of personal and professional responsibility.

Managing and continually reviewing performance

management objectives.

Complying with Social work England's Standards of Conduct and the Roles and Responsibilities of social workers.

Participating in training to demonstrate competence.

Achieving agreed outcomes and outputs and agreed personal appraisal targets, as agreed with your supervisor.

Participating in the development of service plans.

Championing the professional integrity of the service.

Keeping up to date with developments in practice, legislation and policy and procedure and participate in local implementation of change and modernisation.

Ensuring you have a have a clear understanding of the Council's, ICN and Alliance vision and values.

Ensuring you have a clear understanding of the community led support approach and strengths based approaches

Ensuring training and development needs are identified and met.

Developing critical reasoning, model and facilitate reflective evidence informed practice.

Demonstrating clear knowledge of a range of research and evidence based practice.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc., as appropriate.

Person Specification

Job Title:

Newly qualified Social Worker (NQSW)

Essential knowledge:

- Social work qualification recognised by and registered with Social Work England (SWE).
- Developing working knowledge of relevant legislation/policies/codes of practice/guidance.
- Knowledge of evidence based practice.
- Knowledge of the community led support approach
- Awareness of needs, assets, risks and issues relation to adults with social care needs and their carers.
- Developing working knowledge of relevant legislation/policies/codes of practice/guidance.
- Developing knowledge of the benefits/welfare system.
- Knowledge of diverse communities and anti-discriminatory practice.
- Knowledge of assessment methods, in particular the community led support approach to holding good strengths based conversations to understand what matters most to people.
- Knowledge of adult protection issues.
- Knowledge and understanding of mental capacity assessments and best interest decision making.

Essential skills and abilities:

- Ability to hold good, strengths based conversations with residents in order to identify goals, wishes and needs and develop independence plans and support packages
- Ability to follow policy, practice and procedures relating to Safeguarding Adults.
- Ability to carry out risk assessments and develop risk management plans.
- Ability to work in accordance with statutory responsibilities.
- Ability to build and maintain effective professional relationships and rapport with internal and external contacts; be able to constructively handle challenges by other professionals, residents and carers.
- Ability to establish and maintain effective working relationships with statutory, independent and voluntary sector.
- Ability to assess the needs of residents in a non-discriminatory way and ensure services are delivered within an equalities framework.
- Have proficient IT skills to be able to use standard packages and learn new packages as required.
- Excellent communication skills and the ability to record clearly, concisely and accurately.
- Ability to consult with residents, carers and colleagues
- Ability to self -evaluate learning needs and actively seek developmental opportunities and participate in regular supervision.

- Express opinions clearly and succinctly and to listen to the views of others and take these into account.
- Work closely with related agencies ensuring that all are working to the benefit of the adult within the agreed aims.

Essential experience:

- Experience of working within a social service, health or social care setting and with relevant user groups
- Experience of working in a multi-disciplinary setting.
- Experience of working with other professional/agencies and organisations
- Experience of carrying out needs assessments of service users and carers

Special conditions:

A newly qualified Social Worker will hold a protected caseload During this first year following qualification they will be expected to take overall responsibility for cases but should regularly seek feedback and support especially in relation to decision making.

A newly qualified Social Worker should start to demonstrate analytical skills, reflective thinking and a holistic approach in their work.

Post holders that have a valid driving licence are able to either provide or use a car for work purposes with valid insurance covering business use - where required

Updated February 2021 (Community Led Support)