

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Health Wellbeing and Adults

**DIVISION:** Operations

**JOB TITLE:** **Social Worker Apprentice**

## ROLE PROFILE

<b>Job Title:</b>	Social Worker Apprentice
<b>Department:</b>	Health Wellbeing and Adults
<b>Division:</b>	Operations
<b>Grade:</b>	Grade 8
<b>Reports to:</b>	Team Manager
<b>Responsible for:</b>	<p>Focusing on prevention and early intervention, and taking a whole family, strengths based community led support approach, work alongside residents and their families to maximise their life chances and outcomes.</p> <p>Using the Community Led Support resource wheel and other strengths based, person centered resources, hold good conversations with people to help people identify their strengths, gifts and abilities and those of their families, friends and communities. Help to connect people with people and with communities to support a good life.</p> <p>Delivering service activities and holding caseloads to support social workers in achieving intended outcomes for Adult Social Care Services.</p> <p>Working reflectively to identify improvements in own work area in order to contribute to the delivery of continuous service improvement</p> <p>Liaising with customers to resolve problems</p> <p>Developing knowledge of changes in policy, legislation and contractual requirements.</p> <p>Developing knowledge of community led support and strength based approaches</p>
<b>Role Purpose and Role Dimensions:</b>	<ul style="list-style-type: none"><li>▪ As an Apprentice Social Worker in the London Borough of Croydon your role will be to develop the knowledge and expertise to perform statutory duties on behalf of the authority to ensure that individuals are safeguarded and supported to achieve positive outcomes</li><li>▪ You will develop the knowledge and expertise to work in preventative ways and to intervene early to prevent crises</li><li>▪ You will work to support qualified social workers in partnership with people, other professionals and agencies</li></ul>

and intervene to safeguard individuals, promote social change, maximise independence and provide appropriate information and advice about third sector and universal services which support positive outcomes

- You will acquire the ability to apply professional curiosity and use social work theories and knowledge to formulate and test hypotheses reaching a professional judgement and decision.
- You will produce a good standard of professional documentation relevant to your service area and be able to prioritise your workload and work within defined timescales
- Principles of human rights and social justice are fundamental to the role and you will be required to be able to understand the need to effectively balance the protection of individual rights with the need for qualified social workers to use professional authority and accountability effectively to safeguard vulnerable individuals.

**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:**

You will work directly with service users, their carers and families, and will have contact with members of the public and a range of different external organisations and professions including: independent and voluntary service providers; other local authorities; Care Quality Commission; Benefits agencies and other government bodies; Clinical Commissioning Groups; General Practitioners, hospital doctors and managers, mental health clinicians and managers; professions allied to medicine; Partner organisations; Courts; Metropolitan Police service; law centres; London Ambulance Service; Independent Mental Capacity Advocate; advocacy services; service user and carer

**Key Internal Contacts:**

Team Managers and Senior Managers;  
Departmental colleagues; Safeguarding Adults Service; other teams within the Health Wellbeing and Adults department; other council departments.

**Financial Dimensions:**

None, but work within the service context of the need to deliver value for money and effective use of Local Authority funds.

**Key Areas for Decision Making:**

- Providing effective support to families where they have been identified as requiring intensive support
- Development of SMART plans with families to ensure outcomes are achieved within an identified timescale.
- Prioritising and implementing appropriate evidence based

behaviour and parenting strategies for individual children and families, as well as providing group work as required in the locality area

- Case management with supervision from the Social Worker/Assistant Team Manager or Team Manager Practitioner.
- Support children and families to access learning and development opportunities in school and in universal services within their community
- Signpost families to other services and settings within their community
- Ensure safeguarding procedures are adhered to in all work with families and child protection concerns are escalated where necessary in line Council Policies

**Other Considerations:**

- Apprentices will need Maths and English GCSE grade C/grade 4 or equivalent at the beginning of their course to be eligible for the Apprenticeship.
- Apprentices who are current members of staff within the authority at the point of applying for the apprenticeship should seek advice from Human Resources about the effect of becoming an Apprentice on their current terms of conditions of employment. This should include a conversation about the implications of a failure to complete the programme.

**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:

## Key Elements:

- Provide advice and guidance to individuals and families, liaising and if necessary advocating on behalf of service users, with other Council employees / services, as well as external organisations
- Promote and raise awareness of the service, as well as examples of good practice, to colleagues and wider stakeholders
- Be highly organised, able to work within a performance management framework
- Be able to produce timely, high quality work, using various forms of information technology
- Be able to rapidly develop the knowledge to ensure compliance with legislative requirements, statutory standards, local policy and protocols without close supervision
- To be committed to developing legally literacy, upholding the principles of human rights and to practicing in a culturally competent way
- To be able to develop the ability to apply social work theory, models, and methods to practice with a specific focus on systemic and strengths based community led support approaches and a good understanding of human development throughout the lifespan
- To work in partnership with individuals applying professional curiosity, critical thinking, analysis and evidence based research to form a professional opinion and with support, to translate this into professional documentation and plans to address identified risks and support independence
- To develop the ability to work in a proportionate way to ensure that individuals are safeguarded and their rights protected
- Be able to collaboratively work with and be informed by individuals, colleagues, partner agencies and communities ensuring that voice, wishes and preferences individuals are at the centre of interventions
- Be able to demonstrate reflective practice and identify own limitations, bias or tensions and seek supervision, advice or guidance where necessary
- To practice in accordance with the professional code of ethics and uphold social work and council values at all times
- Within the context of the Degree Apprenticeship, maintain accountability for own development, competency and performance through self-assessment and self-evaluation, analysing personal practice and performance, in consultation with Line Manager and tutors
- To develop expertise across contrasting social work

settings potentially including the private, voluntary and independent sectors and in adult's and children's services.

## 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

<b>Job Title:</b>	Social Worker Apprentice
<b>Essential knowledge:</b>	<p>Level 3 qualifications (e.g. A levels, BTEC National Diploma, NVQ) and level 2 qualifications in literacy and numeracy (e.g. Maths and English Language GCSE grade C or grade 4) or equivalent experience</p> <p>Willingness to learn about and adopt community led support strength based practice approaches</p>
<b>Essential skills and abilities:</b>	<ul style="list-style-type: none"><li>▪ Experience of working in face-to-face settings with vulnerable people delivering interventions that are intended to produce positive outcomes for the individual.</li><li>▪ Demonstrate an interest in, and capacity for, developing understanding of theories and policies relating to social work</li><li>▪ Demonstrate an understanding of approaches to safeguarding vulnerable service users</li><li>▪ Demonstrate an ability to clearly and effectively communicate with service users, families and carers, colleagues, and other professionals</li><li>▪ Demonstrate experience of working in a way that values service users views, opinions and wishes</li><li>▪ Have excellent organisational skills and be able to prioritise workload</li><li>▪ Demonstrate an ability to work under pressure and to meet deadlines</li><li>▪ Demonstrate knowledge and expertise relating to successful learning and in particular to balancing work and study</li><li>▪ Demonstrate the ability to work independently while maintaining appropriate lines of communication with supervisors</li><li>▪ Have experience of working effectively as a member of a team</li><li>▪ Demonstrate a knowledge of reflective practice</li><li>▪ Have the analytical skills needed to tackle complex problems and issues within internal and external constraints and boundaries</li></ul>

### **Essential experience:**

- Have existing written and verbal communication skills consistent with the capacity to develop the ability to produce succinct and clear professional documentation
- Demonstrate skills in sharing information appropriately and respectfully
- Demonstrate the ability to work effectively and empathetically with service users from diverse backgrounds
- Have some existing familiarity with the Professional Capabilities Framework (PCF) and Knowledge and skills statements (KSS). Links <https://www.basw.co.uk/pcf/>
- Experience in planning and delivering evidence based support
- Experience of caseload management
- Experience of setting appropriate professional boundaries

### **General Requirements**

- Demonstrable a commitment to taking up the learning opportunities offered by the degree apprenticeship and apply learning to areas of service delivery practice
- Develop a high degree of competence in the use of IT including the ability to work with quantitative data
- Carry out all duties in accordance with all the council and directorate policies and procedures
- Ensure all health and safety standards are adhered to for the relevant work area

### **Special conditions:**

- Ability to travel independently in connection with work and to undertake home visits.
- Ability to work flexible hours, including completion of assessments and 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