

Adults' and Community Services

Job Description

JOB TITLE	Qualified Social Worker (Care Management)
SUB DIVISION	Older Persons
RESPONSIBLE TO	Team Manager

Purpose of the Job:

To identify individual needs through assessment. To plan and design individual care plans to meet those needs. To ensure the delivery of services identified in care plans. To ensure that regular monitoring and review of care plans is carried out.

Duties & Responsibilities:

1. To manage a caseload which includes vulnerable users and / or those with complex problems, taking action where necessary to protect the users and others in emergency situations.
2. To make appropriate assessments of individual's social care needs, within specified time limits and in collaboration with health and other relevant agencies, taking into consideration the wishes of individuals and their carers.
3. To plan relevant responses to meet individual needs in collaboration with relatives, carers, advocates and representatives, and in consultation with health and other agencies.
4. To secure the delivery, within the financial resources available, of services to meet assessed needs.
5. To maintain an effective system for co-ordinating, monitoring and reviewing care plans and service standards; to identify gaps in services and to advise the Line Manager accordingly.
6. To maintain a range of costed resource information accessible to users, carers and other colleagues.

Job Activities

1. To respond professionally to requests for assistance, taking sufficient basic information about the needs in question so as to be able to determine the level and type of assessment required.
2. To maintain up to date case records in line with national and local policies, practices and procedures and to write reports to a professional standard that inform Management.
3. To inform the Line Manager of specific needs which cannot be met due to unavailability of resources or because of inadequate financial provision.
4. To fulfil duties within budget limits laid down by the Council and departmental policy and to spend within the Financial Regulations and Standing Orders of the Council.

Job Activities – Undertake Assessments

5. To carry out and take a lead role in the assessment of need, and where appropriate to manage the involvement of other professionals in specialist aspects of such assessments.
6. To ensure that assessments pay particular attention to individual strengths and weaknesses.
7. To ensure that assessment and care plans take into account the view of users and their carers and that both users and carers are enabled to participate in the assessment process.
8. To liaise with other specialists and agencies as necessary and enable them to be involved in and make contributions to the assessment process.

Job Activity – Develop Care Plans

9. To negotiate with users, carers and appropriate others concerning the means by which identified needs should be met.
10. To ensure that the care plan includes a clear statement of agreed aims for each service / resource to be provided, together with clear specifications for each service provider.
11. To assist users and carers to play a full part in the care management process by extending to them advice, support and guidance. This can include counselling, and access to translation, interpretation or advocacy services.

Job Activities – Implement Care Plans

12. To be responsible for the implementation of the care plan once agreements have been reached and to ensure the relevant parties have a copy thereof.
13. To ensure that there is adequate co-ordination of services.

Job Activities – Review and Monitoring

14. To ensure that adequate arrangements are made for monitoring cases where a care plan is in operation.
15. To review, in collaboration with users, carers and service providers, the progress of each care plan at regular, predetermined intervals in order to ensure that the care package remains relevant to changing needs.
16. To provide information and advice about social care and other related services available to adults.

Additional General Responsibilities:

1. To participate in office duty arrangements.
2. To receive regular supervision from your Line Manager.
3. To provide your Line Manager with statistical and other relevant management information in manual and computerised form.
4. To carry out other duties appropriate to the grade as may be required by the department.
5. To promote and enhance co-operation and effective working relationships between professional colleagues and agencies.

6. To carry out all the above duties in line with the spirit of the Council's Equal Opportunity Policy, and in a way which takes heed of the ethnic and cultural diversity of the local community.
7. To take responsibility appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
8. To work outside of normal working hours as and when required.

Competency Based Person Specification

Qualified Social Worker – Older Persons

		Shortlisting Criteria
Key Knowledge	K1 – Applied knowledge of Community Care Legislation and subsequent guidance relating to adults.	√
	K2 – Undertaking CCA and Care planning and generating these through information technology.	√
Relevant Qualification	Dip SW or equivalent	√
	Key Competencies:	
P4	Developing Productive Relationships: builds effective working relationships with a diversity of individuals and groups.	√
P5	Communicating in Writing: produces clear, succinct and well structured written work which creates a positive impact on recipients.	√
P6	Communicating Orally: conveys messages effectively, creating a positive impact on the listener.	
P8	Being Financially Aware: fully considers the financial dimension to own activities, monitoring expenditure and ensuring true value for money is delivered.	
P14	Resilience and Flexibility: works to the highest standards, demonstrating resilience to pressure and retaining due professionalism at all times.	√
P16	Creating Customer Centred Services: achieves customer satisfaction by identifying genuine needs and jointly developing effective solutions.	√
P19	Promoting Diversity: promotes respect for all people, recognises differing needs and expectations and challenges all oppressive practice.	√
P20	Minimising Risk: ensures that risks to customers, colleagues and self are minimised.	√