#### **AGENDA FOR CHANGE**

**NHS JOB EVALUATION SCHEME**

#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| **Job Title:** Social Worker  **Responsible to:** Social Work Team Manager  **Department:** Integrated Health and Social Care  **Directorate:** North Highland Communities  **Operating Division:** Nairn  **Job Reference:** CSNHSHASSHADCA067  **No of Job Holders:** tbc |

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| 2. JOB PURPOSE |
| The post holder is responsible for contributing to safe and effective social work practice (in the district/ specialism) including overseeing those relevant statutory duties are fulfilled, as delegated by the Chief Social Work Officer. Such duties should be undertaken while enhancing the supported person’s experience of care and statutory support.  To undertake Adult Social Work service delivery, by working with individuals, families, carers and communities to support individuals to achieve their outcomes and manage risk.  To assess, plan, manage the delivery of care and safeguard the wellbeing of people and their carers who are vulnerable and cannot protect themselves. |

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| **3. DIMENSIONS** |
| The NHS Highland Board’s catchment area comprises the largest and most sparsely populated part of Scotland (over 12,000 square miles, which represents over 40% of the land mass of Scotland) serving a population of over 300,000.  There are approximately 120 social work staff working across 15 social work teams within the integrated health and social care model.  The teams sit across two directorates, 13 within North Highland Community Directorate and 2 within the Mental Health Directorate.  (Specific dimensions of each team staff numbers and budgets will be added, each team will have a variable combination of social workers, social work assistants, trainee social workers, health, and social care coordinators)  An integrated team may include all adult community health and social care professionals, including all community nurses, social work and social care staff, community learning disability nurses, allied health professionals, care at home, care homes and administrators. These staff will work closely with independent 3rd sector providers, primary care services, and local and acute hospitals. |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| The role of the district health and social care integrated service seek to meet the health and social care needs of individuals, working within the context of a multi professional, person-centred care model with agreed care pathways in order to:   * promote self-management and maximise potential for independence, * maximise health and well-being, * minimise social, emotional, psychological, and behavioural complications and * work towards shifting the balance of care by providing care as close to individuals’ homes as possible, avoiding unplanned hospital and care home admissions.   The District service includes (amend as appropriate per team/ district) all adult community health and social care services which incorporates community nursing, Macmillan nursing, social work, community learning disability nurses, care homes, day services and respite services, allied health professions and care at home and works closely with independent and 3rd sector providers, primary care services, and local hospitals. |

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| 6. KEY RESULT AREAS |
| This role will work at a registered social work level within a social work team   1. Promote and maintain a practice level of professional skills and knowledge in key areas of social work practice, as identified and/or required; by registration requirements; and by the Social Work Team Manager 2. Ensure the Team Manager is apprised and supporting in the delivery of services in adherence to Self Directed Support and Carers legislation. And ensure they are apprised when there are issues that may cause risk to an individual, professional or NHS Highland. 3. Contribute to relevant, identified, service improvement initiatives. 4. Demonstrate an understanding of the importance of health and safety in the workplace and be familiar and comply with all NHSH health and safety policies and procedures. 5. Undertake a continual program of risk assessment in relation to their role within the Health and Social Care Partnership. 6. Work alongside others to develop information materials as required for individuals and carers.   **Professional Duties**   1. Have a caseload of direct social work as allocated by the Team Manager, to carry out statutory duties as delegated by the Chief Social Work Officer to address serious and complex issues. 2. Undertake tasks relating to team duty as requested by Team Manager or Senior Social Worker. 3. Protect the rights and promote the interests of individuals and their carers. Strive to establish and maintain the trust and confidence of service users whilst protecting them as far as possible from danger or harm. Respecting the rights of individuals while seeking to ensure that their behaviour does not harm themselves or others. 4. Act as Council Officer in terms of Adult Support and Protection legislation and interagency procedures. Carry out enquiries and make recommendations when necessary, as to whether or not a person requires to be subject to protection procedures. 5. Be responsible for the development, monitoring and implementation of a plan to protect individuals. 6. Undertake all duties associated with the Adults with Incapacity Act; including fulfilling the role of Welfare Guardian, supervising Private Welfare Guardians, protecting the persons interests and rights in relation to their property and finance. 7. Lead on the implementation of other statutory duties relating to protection legislation, Self-Directed Support and Carers legislation. 8. Understand the demand for social work services in the district, support the Team Manager to undertake work according to need and risk and in accordance with the NHS Highland Health and Social Care Eligibility criteria along with the duties set out in the Social Work (S) Act 1968. 9. Complete holistic social work assessment and review on approved documentation to consider and plan to meet the needs, risks and outcomes of individuals and their carers. 10. Be competent in the use of the CareFirst system and complete case notes timeously to an acceptable high standard. 11. Management of active cases with specific cognisance of complex cases which will require high level skills and specialist knowledge in: assessment; risk assessment; risk management; and risk enablement. These cases are likely to involve chronic and long-term challenges, with on-going crises; and a history of attempts at change without significant progress. 12. Fulfil duties as an employee as outlined in the SSSC Codes of Practice. 13. Escalate any management issues to the Team Manager, 14. Identify opportunities for service change; make suggestions for improving outcomes for individuals and quality improvement. 15. Have cognisance of the equitable use of spend of public monies when supporting individuals.   **Service and Professional Development**   1. Be receptive to the delivery of training and development activities to social work, social care, and other professionals, as part of NHSH and inter-agency programmes 2. Support practice development in the District. 3. When appropriate act as Practice Educator or Link Supervisor for trainee social workers. 4. Meet respective obligations in relation to PRTL and the SSSC’s Codes of Practice. 5. Chair a range of multi-disciplinary meetings to negotiate an agreed action, outcome plan and evidence of risk reduction. This may include case conferences, care programme approach meetings and SDS reviews. 6. Utilise higher level negotiation skills to achieve conflict resolution where multi-disciplinary opinion varies regarding service provision, development and/or care interventions. 7. Understand the person-centred approach to ensure that the views and opinions of all individuals and carers are considered and that all persons who make an enquiry are given respect, dignity and understanding. 8. Deliver a person-centred, high quality, safe, efficient, and effective service at all times, complying with equality and diversity policies and legislation. Co-ordinate services which add value to what individuals and carers can deliver themselves. 9. Participate in team meetings, professional supervision and attendance at appropriate training events. Be accountable for engaging in these processes to ensure support for professional development. 10. Give and receive feedback in a constructive, open, and honest manner. 11. The post holder may be required to undertake any other duties appropriate to the level of the post. This may include to work to a specific caseload, when appropriate including, mental health, transitions, autism, older adult and drug and alcohol recovery. |

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| 7a. EQUIPMENT AND MACHINERY |
| Telephone and answering machine for communication needs.  Mobile telephone to maintain contact outside the office.  Computer to access e-mail, Microsoft Teams, letter writing, recording data, case recording, Job Train, eESS, PECOS, and research-based literature.  Photocopier and shredder for photocopying and destroying paper waste and confidential material.  Car – used for visits, transportation of supplies and equipment.  Appropriate skills necessary to operate office equipment. |
| **7b. SYSTEMS** |
| To use the CareFirst information system, inputting referrals, assessments, and care requirements and details. of allocating cases. To record and collate relevant person data on CareFirst and as part of the on-going assessment, evaluation, and review process to track progress of on-going care, ensuring all recorded information is accurate, up to date and factual.  Personally generated service user and carer information e.g. /  Personal Outcome Plans, Care Plans, Risk Assessments, Special Notes.  Completion of own monthly time sheet.  Completing incident/accident forms as required; work related expenses; annual leave and monthly flexi sheets.  Use of electronic diaries. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The Team Manager will be the line manager for this post and will provide management professional supervision and support. This may be delegated to the Senior Social Worker depending on the structure of the Team  The Social Worker will be expected to work autonomously and to prioritise tasks accordingly. There will be a requirement to be flexible and continually assess risk when undertaking most appropriate tasks and escalating any issues in relation to completion of work to the Team Manager.  The Social Worker through daily contact, informal and formal supervision will be responsible for ensuring the day-to-day duties of individuals are fulfilled and the needs of the community in relation to social work duties are met. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Ensures compliance with legislation, codes of practice, policies, and procedures.  Makes judgements about which statutory social work, health and social care needs require to be met by providing care to the individual.  Uses own knowledge and judgement to develop complex packages of care for individuals.  Liaises directly with all relevant colleagues involved in transitions and provision of care.  Works independently within the social work team as well as part of integrated team(s).  Identifies, prioritises, and manages own time effectively to ensure that quality of care is maintained or enhanced, and appropriate support is given to team members, and managers as appropriate.  Demonstrate an ability to undertake duties in an autonomous manner following agreed protocols.  Through the above, supports the assessment of an individual’s/carer’s crisis and organises a care package accordingly.  Liaises with appropriate professionals/managers in issues related to risk and service pressures. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Work within the integrated team structures, have day to day autonomy,  Support with all service delivery within the team with specific knowledge of complex, and at times challenging cases, working in partnership with service users, carers and liaison with all professional staff.  Regularly communicate with a wide range of NHS Highland and external contacts face-to-face, on the telephone or in written correspondence.  Chair a range of multi-disciplinary meetings that require a level of skill to negotiate an agreed outcome and action plan and to demonstrate risk reduction.  Undertake the Social Work role with adherence to duties defined in statute and by the SSSC Code of Practice for Social Services Workers.  Implement and develop a role and post that crosscut traditional service / agency boundaries, supporting integration between health and social care, establishing a prominent level of professional credibility and influence with colleagues across care settings.  Challenging traditional patterns of care (organisational, professional, culture) in relation to individuals, and negotiating decisions regarding care within the multi-disciplinary team.  Prioritising a varied and demanding workload across a wide geographical area.  To work collaboratively to effectively influence wide range of diverse stakeholders within an integrated health and social care service.  To engage effectively in service development.  To frequently deal with emotionally demanding issues. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Within own locality/department:**  Daily communicating with individuals who experience varying degrees of communication difficulties and use a variety of communication methods. Ensure that empathy, tact, negotiation, and sensitivity are always exercised. In addition, have the ability and training to deal with individuals who may have heightened emotions that can be displayed through anger, distress or upset.  The post holder needs to demonstrate listening skills in order to understand the individual’s situation and participate in the development of an appropriate package of care for that individual.  To liaise, work closely and form strong links with all members of the integrated team and work closely with all agencies and the independent and third sector on a regular basis.  Daily communicate social work information by telephone, letters, email, or face to face contact. This information is always confidential, frequently sensitive and can be contentious and as a result needs to be provided in a professional, appropriate, and polite manner. Any information communicated must comply with Data Protection and be relevant to the source.  Utilising skills in planning, transitions of cases and formulating person-centred goals and outcomes to develop care plans in partnership with individuals, carers, and service providers.  As a member of the integrated team, continue developing and expanding on the good working relationships that exist between all services.  Apprise the Team Manager as appropriate of any contentious issues  In relation to Adults with Incapacity and Adult Support and Protection - work with other team members and professionals to ensure the safety and wellbeing of individuals deemed to be at risk.  **External:**  Communicate and build positive relationships with professionals from other agencies.  Contribute to service provision to ensure the health, wellbeing and rights of the individual are maintained.  Work with and alongside other service providers. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| This is a demanding post requiring excellent organisational skills and significant autonomous decision-making ability in the context of the co-ordination, and administration of services, providing  **Physical Demands:**  Driving  Keyboard skills.  Geographical distances involved in delivering care necessitate driving alone in urban and rural environments and occasionally in adverse weather conditions.  **Mental Demands:**  Unpredictable workload.  Concentration, decision making and organisational skills to cope with competing demands and frequent interruptions.  Mental and emotional stability to be able to respond to high demands of the post.  Challenges of communicating with many staff and colleagues working to provide services over 24 hours, 7 days/week. Requirement to communicate key information to colleagues working out of office hours.  Juggling competing demands of day-to-day co-ordination and administration of services with the need to develop and improve specific aspects of service delivery on an on-going basis.  Mental agility to understand the complexities of individuals and their carers’ circumstances.  Manage multiple roles and conflicting priorities and demands on time, having to frequently re-prioritise the working day in response to changing demands.  Working in an extremely demanding and potentially stressful environment with constant interruptions.  **Emotional Demands:**  Dealing with individuals and their carers and families at times of great stress in their lives.  Working with colleagues in the integrated team who are dealing with stressful situations that may affect their role.  Dealing with the pressures of other staff absence.  Meeting with individuals and/or carers who may have complaints and dealing with them in a supportive and professional way.  Meeting deadlines for reports.  Chairing a wide range of meetings, ensuring compliance with relevant policies, procedures, and legislation.  Coping with the emotionally draining effect on self, following contact with service users and carers who may be abusive and aggressive. The ability to diffuse such situations is essential.  **Working Conditions:**  Based in one office with the requirements to work out of other bases and from home as appropriate to meet the needs of the service. You will be expected to travel efficiently and effectively between the various work bases within Highland to meet operational requirements.  Inclement weather. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder must hold a relevant social work qualification at degree level or equivalent and be registered with the SSSC as a Social Worker.  Hold qualification or be willing to work towards post qualifying practice  Ability to lead, coach and motive and inspire staff.  Have current knowledge of national legislation related to social work and, codes of practice, policies and procedures related to adults and their carers.  Demonstrate experience and ability in the design and delivery of professional training and development activities.  Ability to use a range of models to engage with individuals and their families, particularly early and crisis interventions and solutions focussed approaches etc.  Understand the roles and responsibilities of other professionals within the integrated team  Highly developed communication and interpersonal skills sufficient to influence and negotiate changing roles/service delivery with other staff.  Ability to analyse, negotiate and problem solve.  Understanding of the professional roles of team members and awareness and understanding of how health and social care is delivered.  Experience in a co-ordinating role involving people and service delivery.  Able to influence and negotiate with individuals, carers, staff in the integrated team, independent and third sector agencies and others.  Awareness of current developments in social work practice.  Awareness of financial processes in connection with the provision of care packages.  Development skills – to support service improvements.  IT literate – email, Word, Excel, Microsoft Teams.  Confidence and self-belief with ability to recognise own strengths and weaknesses.  Innovative thinking with ability to problem-solve.  Evidence of ability to work in partnership. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| **Job Holder’s Signature:**  **Head of Department Signature:** | **Date:**  **Date:** |