

Job Title	Senior Practitioner (Social Work or OT)	Post Number	GENERIC		
Department	Children, Adults & Health	Division	Adult Social Care		
Section/Team	Resilience Service	Reports to	Team Manager		
Career Family	Caring Services	Role Profile No.	CAS05	Hay Grade	5

Context

About the role

Under the supervision of a Team Manager, the post holder will provide support and supervision to Social Worker, Occupational Therapy staff and other associated staff in relation to social care assessments, support plans, service delivery and safeguarding, practice and decision making.

The post holder will also assist the Team Manager in the day to day management of the team including prioritisation and allocation of work. On occasion you may be required to deputise for the Team Manager, with support from other Team Managers.

You will have a key role in ensuring agreed performance and quality standards are achieved across the team and in ensuring working practices meet statutory and local requirements that optimise outcomes for service users. You may also be required to chair strategy and review meetings.

In line with policy and guidance, you will provide recommendations including implementation of care and support services, reablement or use of Telecare, and/or equipment to promote independence, and where required support implementation and monitoring of benefit to service users.

You will maintain accurate and up to date records, including full use of electronic data systems.

As an experienced worker you will keep your professional skills and knowledge of legislation and practice up to date, and will have a role in developing professional practice in the team. You may be required to act as practice educator to qualifying and newly qualified staff.

You will maintain and promote effective partnerships with relevant agencies to achieve best outcomes for service users, this may involve assisting in developing and implementing multi-agency policies and procedures.

Physical Effort and Working Environment (other than in a normal office environment)

You will be required to visit service users in their homes. On occasion the post holder may be required to deal with people whose behaviour is challenging.

About the team

The 'Assess and Decide' function consists of multi-functional teams managed by a Team Manager who work collaboratively with each other and with external partners to deliver strategic, tactical and operational adult social care services.

The post holder will work in one of the following areas:

Access Team

Screens all new community referrals. The team is responsible for safeguarding investigations and supports all social care referrals that do not meet the Promoting Independence criteria. The team also provides support to cases requiring emergency and short term support. OT Referrals will be managed to the point that a service is in place (e.g. safeguarding, homecare, residential care, day services or reablement).

Promoting Independence Hospital Team

The team will provide a timely assessment, support planning and service procurement to people that are ready to be safely discharged from Hospital. The team uses a promoting independence approach ensures that the social, health and welfare needs of adults in South Gloucestershire are met in line with Departmental Strategic objectives.

Promoting Independence Community Team

The team will provide a timely assessment, support planning and service procurement to people referred from the Community. The team uses a promoting independence approach to ensure that the social, health and welfare needs of adults in South Gloucestershire are met in line with Departmental Strategic objectives.

Central, North and South Area Teams

These teams are be responsible for all long term care, reviews and reassessments working to the final personal budget and, where appropriate, being responsible for the adults' safeguarding plan. The team uses a promoting independence approach to ensure that the social, health and welfare needs of adults in South Gloucestershire are met in line with Departmental Strategic objectives.

Resilience Service

The resilience service is an umbrella service for the Rapid Response Team, Home to Decide Team and Next Steps to decide service (Alexandra Way). The service aims to reduce risk, and meet the council's duty of care in the event of the market not being able to meet demand for domiciliary or residential care. Its secondary aims are to reduce hospital discharge delays attributable to social care and to reduce the number of hospital discharges that result in residential care.

Rapid Response Team

The Emergency Rapid Response service is a team of care staff that provide personal care in an emergency or urgent care crisis to all South Gloucestershire adult residents. The service is in operation at all times, day or night, 365 days of the year. Its highly trained staff are able to rapidly respond throughout South Gloucestershire when they are informed of a resident with a personal care crisis.

Home to Decide Team

This team brings people home from hospital without a Hospital Social Care assessment and enables the resident to stay at home with little Social Care input to meet their personal objectives and return to their previous level of independence.

Next Steps to Decide

Some people are not quite ready for a direct return home and can have a short stay (2 days to 6 weeks) in the Resilience wing at Alexandra Way Residential Care Home. The beds are intended to facilitate a short term enablement service to help the resident to return home.

About the wider section/function

The Adult Social Care Service promotes independence, choice and wellbeing through co-ordination of high quality services for adults with social care needs. This includes supporting diverse client groups: older people, disabled people, adults with mental health needs, adults with learning disabilities. Operational teams provide high quality assessments, reviews and services which support the independence and wellbeing of older people and vulnerable people within South Gloucestershire. This is undertaken by occupational therapy and social work functions within each team which provide generic and specialist assessments and reviews.

Problem solving and decision making examples

Ensuring good quality assessment, planning, intervention and reviewing which is essential to providing good outcomes for service users, as is detailed knowledge of law, policy relating to Adult social care using the 3 Conversations Model. Under the direction of a Team Manager, you will take a lead role in this respect for service areas relevant to your post.

Examples of problems and decisions include:

Oversight of all cases on the team as well as working with residents with a crisis of Social Care, Social Workers, Occupational Therapists on the more complex cases.

Managing staff performance, identifying areas of concern and working with relevant managers to develop solutions and actions to ensure under-performance is improved.

Effectively assessing and managing risk and requirements of individual service users and making recommendations. Following policy and process to investigate concerns and make recommendations in line with safeguarding policy.

Identifying options for meeting care requirements in line with Care Act principles.

Providing advice and guidance to families, and colleagues, providers, partner professionals.

Participating in investigations and drafting initial responses to complaints from service users, carers and providers.

Working collaboratively with partners and other agencies to ensure operational practice is efficient and achieves best outcomes for service users.

Prioritising work and implementing short term strategies responding to high demand and complex cases in a timely and sensitive manner.

Role Purpose
To supervise the work of a team and assist in the overall management or develop specific service areas or strategies and to deliver personalised care services.
Key Responsibilities
To supervise and/or assist in the management and motivation of a team of staff, giving guidance, advice and feedback as appropriate.
Using specialist knowledge and expertise to provide a high level of support and supervision, proving advice and guidance to colleagues ensuring case work decisions are made in accordance with agreed procedures and professional standards.
Take a lead in a specialist area of work or service or service development. Undertake specialist or complex casework where appropriate.
Contribute to the development of services, the meeting of targets and the identification and facilitation of changes of direction ensuring that work is delivered on schedule.
Work in partnership across the sectors to deliver services, give advice and support to internal and external service providers. This will ensure that information and good practice is shared and that communication is effective.
Within the relevant service area ensure that cases are managed within accordance with the Safeguarding procedures for vulnerable people.
Ensure records are kept in accordance with professional standards and prepare and present reports on cases and issues.
Contribute to the determination of budgets and the allocation of funds. If relevant: contribute to commissioning.
Represent the Council's interests ensuring that the Council's position is advocated.
Contacts and Relationships
<p>You will supervise and assist in the management and motivation of teams.</p> <p>You will build effective relationships with colleagues, partners and internal and external customers. You will work in partnership with them, engaging, communicating with and influencing them.</p> <p>You will work in partnership with a range of colleagues and partners to enhance service delivery and give advice.</p>
Work Planning, Procedures and Organisation

You will plan and co-ordinate to assist in the management of the service.

You will undertake case management and reviews.

You will contribute to budget management and monitoring and may contribute to commissioning.

Knowledge, Skills and Experience

1. You will hold a degree or equivalent professional qualification with appropriate professional registration. You will have substantial post qualification experience within a similar service area.
2. You will demonstrate specialist knowledge of the relevant services, including latest service developments, legislation, regulations and codes of practice.
3. You will have effective relationship building skills to deal with a variety of contacts.
4. You will have budget management and monitoring skills.
5. Ensure work of the team complies with guidance and relevant codes of practice
6. You will have a good level of general IT skills and the ability to use, or be trained in the use of, appropriate specialist in-house software packages.
7. Able to demonstrate the Council's values and behaviours.

Problem Solving

There are varied, established procedures and standards in place to guide your thinking in how to resolve problems.

How you tackle different situations will be based on researching, finding, developing and then selecting the correct solution for the problem using your previous experience and knowledge. Problems tend to fall within the boundaries of your own experiences. Solutions can be tested to see whether the answer is right or wrong within a fairly short timescale.

General supervision relating to problems is available.

Facts and Figures

Numbers of staff managed/supervised

Team sizes vary, you will supervise approximately 5 – 12 FTE, including Rapid Responders, Social Workers, Occupational Therapists, Social Work Assistants, Occupational Therapy Assistants, Telecare co-ordinators. This may also involve day to day supervision and mentoring of Social Work students and newly qualified staff.

Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)

None. Staffing budget is held by the Team Manager.

Number of enquiries/items processed

Population of South Gloucestershire – 240,000

Each team will work with approximately 3400 cases per annum.

Number of people receiving a service per annum circa 9000

Number of new referrals per annum circa 4000

Number of assessments completed per annum circa 18000

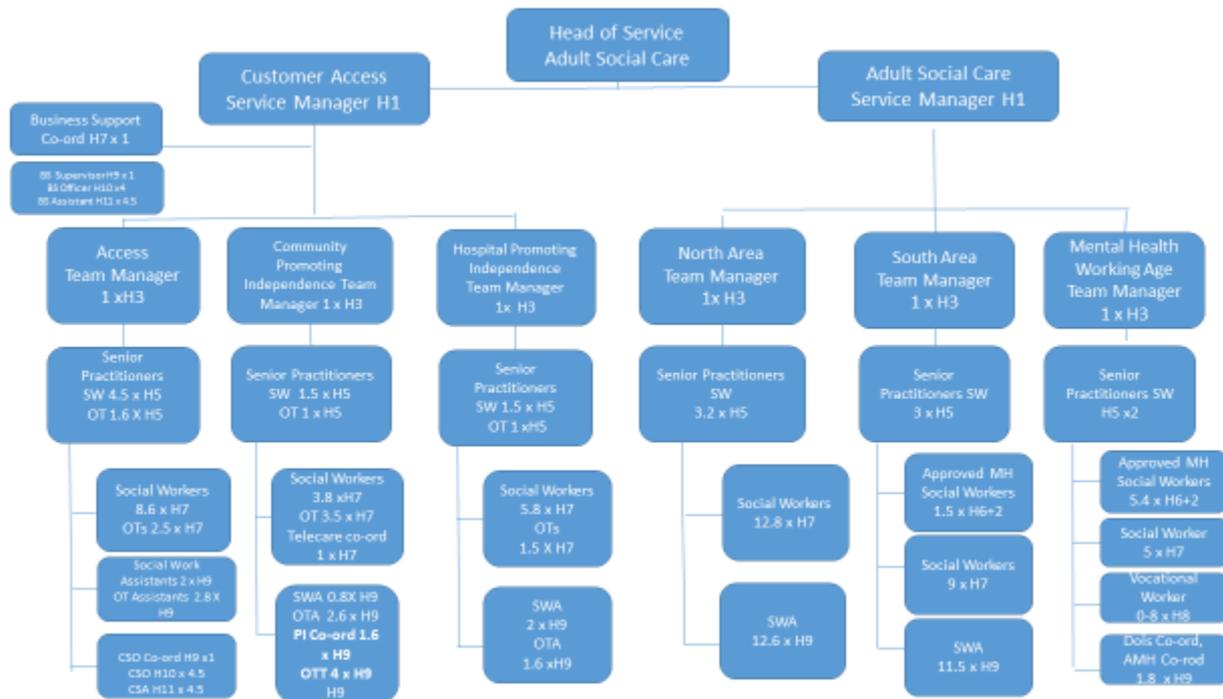
Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)

N/A

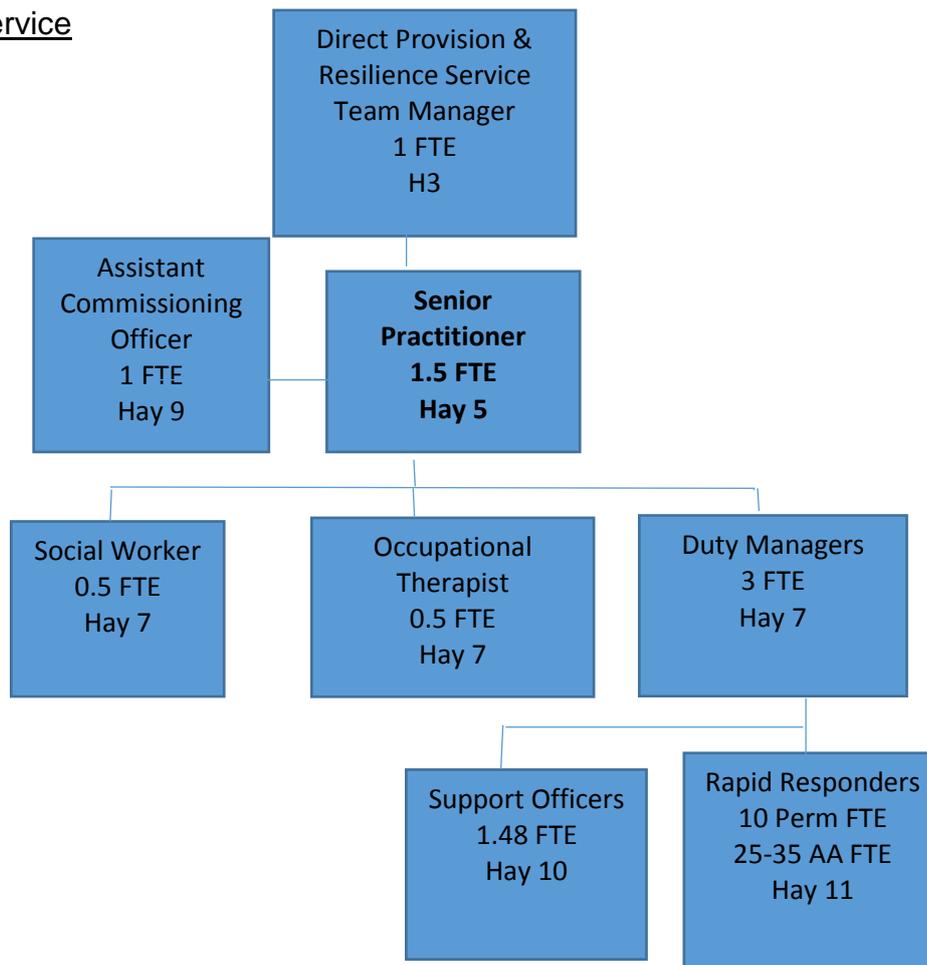
Size, complexity and number of cases/number of clients allocated

Senior Practitioners supervise case work of other members of the team, in addition senior practitioners will carry a reduced case load and/or support other team members with complex cases

Organisation Chart



Resilience Service



Note – Mental Health Working Age is included in this org chart for completeness, but this role profile does not cover those Senior Practitioner posts.

Person Specification

Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.

Essential

Recognised and relevant professional qualification e.g. DipSW, CQSW, CSS, OT.Diploma and /or degree. Registered with the Health and Care Professions Council (HCPC) (KSE1)

Considerable relevant post qualifying experience in a social care setting and experience of dealing with complex cases. (KSE1&2)

Evidence of on-going continuous professional development and a thorough knowledge of current legislation and practice relating to social care. (KSE 1&2)

Evidence of skills, knowledge and experience to be able to assess and manage risk. (KSE2)

Supervisory skills and experience of providing supervision of casework. (KSE2)

IT skills to use client data system (training given where necessary). (KSE6)

Effective communication and relationship building skills (KSE3)

Experience of allocation and prioritisation of work to optimise service efficiency, skills and experience of the team and service user outcomes.(KSE1,2&5)

You will undertake the role of Practice Educator in terms of assessing, developing and mentoring student and newly qualified Staff.(KSE1,2&5)

Desirable

Qualified Best Interest Assessor (KSE2)

Experience of implementing change effectively (KSE2)