

## Adult Social Care Social Worker

### Job Capsule Supplementary Information:

**This supplementary information for Social Worker is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 2 – Level 4 Zone 1**

#### Job Family 3 OR 4

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

As a social worker you will be expected to manage your own workload and resources, you will undertake assessments of risk, need and capacity and respond appropriately to support the service user. You will have the skills to respond to unexpected events and crisis and have the ability to recognise signs of harm, abuse and neglect and how to manage these issues.

You must have a thorough understanding of current legislation and how it applies to the work of the profession including understanding the prevailing needs, whilst to promote the outcomes of service users and carers at all times. The post holder must be able to assess a situation, determine its nature and severity and take the requisite action based on knowledge and experience.

#### Example outcomes or objectives that this role will deliver:

- Work to the Adult Social Care operational principles in order to provide high quality and effective social work support, delivering excellent focused assessment, intervention, support planning to all service users in either a community or hospital setting
- Manage and monitor a diverse caseload and organise work activities taking into account the need to prioritise tasks and responsibilities, ensuring statutory responsibilities are undertaken
- Respond to people's needs without delay, identifying and working to tackle obstacles as they arise
- Undertake Care Act and Mental Capacity Act assessments.
- Use professional skills to enable individuals, and their personal networks to meet their desired outcomes.
- Undertake risk assessments and develop positive risk management strategies as appropriate, including protection plans for those who require them.
- Review support plans ensuring the service user is at the centre of the process.

A key responsibility of this role is to provide regular direct work, joint working, home visits and reflective sessions with customers, colleagues and partners.

### **Relationships;**

The post holder will be required to liaise with various teams and services both internally and externally, negotiating and influencing outcomes. When developing and reviewing care/protection plans this will include engaging and involving users and carers in these reviews and liaising with other workers and agencies as appropriate.

### **Work Environment:**

- The post holders will be based within a modern office building located in Kings Cross and/or one of the hospital sites. There are also other sites within Camden which a practitioner can use to work from depending on convenience when visiting in the community.

### **Technical Knowledge and Experience:**

*(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

Essential:

- BA, BSC DIPSW or CQSW or MA in Social Work or equivalent
- Registered with Health and Care Professional Council (HCPC)
- Commitment that post holder will undertake Post Qualifying Courses when relevant

Desirable:

- Post Qualification Certificate in Social Work
- Practice Teacher Award
- Qualification in ICT e.g. ECDL
- Trained as Best Interest Assessor
- A good awareness of the role and organisation of partner agencies such as health, housing and the voluntary and community sector so as to advise and support customers
- A working knowledge of local care and support resources/options for adult social care customers and their carers and where to find these
- Thorough knowledge of relevant social care and health legislation, policies, procedures and best practice guides and how they impact on customers including evidence of its implementation and application
- Excellent working knowledge of positive risk taking, risk assessment/management and safeguarding adults.
- A good understanding of the practice relating to adult protection and an ability to put this into effect

- Knowledge of relevant Performance measures
- A good working knowledge of person centred support
- Knowledge of budgetary control and management

**Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:**

*(Refer to Camden Behaviour framework)*

**Acts flexibly in the moment**-Adapts to needs of a situation/individual choosing the most appropriate approach  
Shifts their focus in line with current circumstances

**Acts as a customer champion and empowers colleagues to deliver excellent customer service**

Acts as a customer champion by continually challenging others to think and act in a way that improves the customer experience  
Continually develops the team and service to deliver excellent and sustainable customer service  
Establishes and embeds a way of working where improving the customer experience

**Makes continual improvements**

Consistently asks 'how could we do this better', seeking to identify and implement innovative approaches but always evaluating activities to determine in what way they are adding value  
Pro-actively makes changes to improve performance with a focus on best practice, customer outcomes and most efficient use of money and

**Develops ongoing partnerships**

Identifies and takes advantage of opportunities to deliver services collaboratively on an ongoing basis  
Builds rapport with partners (internal and external) to allow them to deliver services together  
Supports existing partnerships to work together effectively e.g. helps create common ground or resolve conflict

**Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:**

*(Refer to Camden Behaviour framework)*

As above

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>