



JOB PROFILE

Post Title	Social Care Officer
Directorate	Children & Adult Social Care
Responsible to	Team Manager – Children & Families
Responsible for	None
Grade	D

Job Purpose

As directed by the Team Manager – Children & Families, be responsible for the provision of social work including child protection, family assessment, registration of child-minders and crèche's, assessment and support for disabled people and vulnerable people who are at risk.

Key Tasks

1. Work within all policies, standards and practices of Children's Services.
2. Client assessments, case recording and report writing to include Initial, Core and Comprehensive Assessments, Social Enquiry reports for Magistrates and Supreme Courts, and child protection case conferences in accordance with the Child Protection Procedures.
3. Develop risk assessments and care plans in conjunction with relevant multi- and joint- agencies to promote the welfare and safety of children and families in need.
4. Participate in the delivery of family and parenting support programmes.
5. Partnership working with clients, carers, parents, voluntary providers, government departments and the local community to ensure services get to the right people at the right time
6. Conducting interviews with service users and their families to assess and review their situation;
7. Organising and managing packages of support to enable service users to lead the fullest lives possible;
8. Liaising with, and making referrals to, other agencies;
9. Participating in multidisciplinary teams and meetings regarding, for example, child protection or mental health;
10. Maintaining accurate records and preparing reports for legal action;
11. Participating in training, supervision and team meetings.



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12. Promote ethically sound practice, including equality of opportunity and anti-oppressive practice
13. To undertake such other duties, training and / or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
14. To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.
15. To participate in emergency response arrangements as directed by the Emergency Planning Team or designated officer.

Key Responsibilities

1. Responsible for the safe use of SHG vehicle when in use
2. To hold key worker responsibilities for children in need of support, services and/or protection in order to prevent them becoming looked after and/or suffering significant harm.

Core Competencies *(This should define in one or two sentences the required competency level for the job role)*

- Planning & Delivery of Work

Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.

- Analysis and use of Information

Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making and solutions are established by interpreting trends

- Decision Making

Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.

- Working with Others

Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.

- Communication

Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that has a positive impact on others and engages with them to understand their needs

- Influencing and Persuading

Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.

- Dealing with Change



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Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.

- Continuous Improvement

Willing to learn and develop self and team in job role to work efficiently.

- Managing Resources

Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.

Special Conditions

- Dealing with irate people/clients who can be violent/threatening
- On-call duties on weekdays, evenings, weekends and public holidays

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



PERSON SPECIFICATION

Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications				
GCSE or equivalent in English Language at Grade C or above	E	✓		
Qualification in Social Care at a minimum of Diploma level, or willing to work towards.	E	✓		
Valid Driving Licence	E	✓		
Recognised qualification in Counselling	D			
Skills & Abilities				
Intermediate statistical analysis	E		✓	✓
Strong observation, analytical and listening skills	E		✓	✓
Intermediate IT skills in Word, Excel and Database	E		✓	✓
Will need to have excellent written and verbal communication and interpersonal skills to communicate at all levels	E		✓	✓
Good interviewing skills	E		✓	✓
Ability to negotiate/mediate/interpret on behalf of service users	E		✓	✓
Ability to present information accurately and in a clear and concise manner when attending court and other formal environments	E		✓	✓
Good organisation skills	E		✓	✓
Good people management skills with the ability to relate to			✓	✓



PERSON SPECIFICATION

all types of people in difficult and sensitive situations	E			
Ability to maintain high level of confidentiality as the postholder will have access to highly sensitive, private and contentious information	E		√	√
Ability to empathise, engage with and form relationships with people of all ages in difficult and sensitive situations	E		√	√
Ability to work under pressure and prioritise workloads to meet deadlines, with good organisational skills	E		√	√
Ability to use creative thinking when developing care plans to suit the circumstance and individual	E		√	√
Patience and the ability to remain calm in a crisis	E		√	√
Resilience and flexibility to adapt to new roles, tasks and situations	E		√	√
Empathy, combined with a genuine desire to improve the quality of the lives of service users, as is the ability to think on your feet and make difficult decisions under pressure	E		√	√
Experience				
Whilst no formal experience is required, the candidate will need to show evidence of having an understanding of the issues experienced by families	E		√	√
An interest/participation in some aspect of your local community is also useful.	E		√	√
Experience in general administrative skills are necessary.	E		√	√
Experience of working with vulnerable people and supporting others.	E		√	√
Previous experience in report writing	E		√	√
Core Competencies				
Professional Development	E			√
Planning and Delivery of Work (ii)	E			√



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Analysis and use of Information (iii)	E			√
Decision Making (iii)	E			√
Working with Others (iii)	E			√
Communication (iii)	E			√
Influencing and Persuading (ii)	E			√
Dealing with Change (ii)	E			√
Continuous Improvement (ii)	E			√
Managing Resources (ii)	E			√
<i>(As per job profile)</i>				
Job Competencies				
Knowledge and understanding of relevant legislation	E			√
Must be willing to engage in training and obtain relevant qualifications required as the role develop	E			√
Capacity to absorb legal/procedural information	E			√
Personal attributes				
Self-motivated	E			√
Good team player	E			√
Ability to apply objective judgement	E		√	√
Ability to think strategically	E		√	√
Responsive to change	E		√	√
Innovative and creative when formulating care plans and other areas of decision making	E		√	√