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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care & Support |
| **Post title:** | Trainee Social Worker |
| **Grade:** | I |
| **Responsible to:** | Team Manager |
| **Staff managed:** | None |
| **Date of issue:** | December 2021 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| Trainee Social Workers will work with adults with care and support needs. They may sit in any of the following teams dependant on service need:   * Care and Support Customer Service Centre - You will work within the Care and Support Team, which provides a countywide service. The Care and Support team is a professionally qualified team made up of social workers, occupational therapy, and safeguarding decision makers and is the first point of contact for Adult Social Care referrals from the community and out of area. The aim of this service is to provide a better opportunity to ensure people get the right help at the right time, including diverting many people to other more appropriate solutions for their care needs – thus reducing demand for formal social care services through effective screening and triage to universal services and existing community resources. The Care and Support team operate a 5 day service. The Emergency Duty team is the out of hours offer for Children’s and Adults Social Care and provides an emergency response 365 days a year. * Locality Discharge Hub Teams - The Locality Discharge Hub Teams are linked to key Acute Hospital sites. The primary focus of this team is to support timely and safe hospital discharges for people to the community. This includes:   + Receive all Trusted Assessment documentation   + Support board/ward rounds (virtually where possible)   + Work into Emergency Department to support admission avoidance   + Gather additional information to support decision making and identify relevant pathway   + Start the Discharge to Assess assessment   + Monitor and maintain the discharge list   + Set up support (IAG/Equipment/PoC/Res or Nursing bed)   + Complete 48 hr post discharge follow up prior to transferring to the Community Social Care Team.   + When capacity is available in the team, Social workers will also complete annual reviews, Carers assessments and reviews, Complete D2A and Care Act assessments and Safeguarding adults work.   + The service will operate a 7 days service – hours of operation are to be confirmed.   Community Social Care Teams - This part of the pathway manages social care interventions and services based within the community- received from Care and Support or Discharge Hubs. Community Social Care teams are generic adult social care teams, working with people with physical disabilities, autism, learning disabilities and other long term conditions and frailty. The team will also work with young people Transitioning to Adults services. Effective support planning and asset and strength based approaches to assessment and review are essential elements of this service.  This team will complete work under the Care Act, Mental Capacity Act and DoLS, Adult Safeguarding, S117 and CHC and Transitions work. This includes assessment and support of Carers under the Care Act. The service will operate a 7 day service.  Sensory service remain a specialism within Community Social Care and the Sensory Social Worker will work with people who are deaf, deafened, deafblind or people who have vision loss. The Sensory team is a countywide service and has a number of disciplines with it. This part of the service aimed at supporting adults who require ongoing support / intervention following input from the Care and Support Team or the Discharge Hub.   * Mental Health - NYCC works jointly with NHS Mental Health Foundation Trusts to deliver Community Mental Health Services to working age adults. The services provided are delivered through Community Mental Health Teams and also other clinical teams. These include statutory Mental Capacity Act assessments by Approved Mental Health Professionals, statutory Care Act assessments and care planning, recovery support, carer’s assessments and assistance with employment. These services work together to deliver a joint, resilient and responsive Adult Community Mental Health Service across North Yorkshire. The service will operate a 7 day service, operational arrangements to be confirmed.   Adults social care teams are generic and will provide services to adults with care and support needs and carers, these may include people with a learning disability, autism, older people and people with physical disabilities.  Post holders are expected to work at all times in line with the Codes of Practice for Social Care Workers.  An enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required |
| Career progression |
| This is a trainee role during which you will study towards a Social Work degree via an apprenticeship route over the course of three years (pro-rata). Staff undertaking apprenticeship training will be employed for 30+ hours a week and must work alongside experienced staff. You will receive a minimum of 20% off the job time to complete studies, in addition to a 70 day and 100-day placement, during which you will have access to a Practice Educator. Following completion of the apprenticeship you will be moved into a qualified Social Worker post. |

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| Structure |

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| Job Description | |
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| Job purpose | To undertake a range of asset and strength based assessments and interventions to ensure that adults with care and support needs and carers achieve their desired outcomes and wellbeing. To determine eligibility for adult social care service set against the national standard. To work with adults with care and support needs and carers to develop personalised care and support plans that represent best value. To ensure that adults with care and support needs and carers are safe from harm. |
| Operational management | * Undertake timely assessments of need and/or capacity. * Receive and make referrals appropriately * Use social work methods, theories and models to work with people to promote individual growth, development and independence, achieve change and improve life opportunities * Work with people to enable them to make informed decisions and exercise their rights, utilising the concepts of participation, advocacy, co-production, involvement and empowerment * Advise people on how to use assistive technology * Exercise authority within the appropriate legal and ethical frameworks * Undertake all practice in a non-discriminatory manner, taking into account the impact of different societies’ views on human behaviour * Hear the views of people who use services, carers, their families and communities, recognise their expertise, and enable their views to have validity and influence * Promote the best interests of people who use services, carers, their families and communities * Initiate resolution of issues and use initiative * Gather, analyse, critically evaluate and use research information and knowledge in your practice to develop an understanding of the individual’s situation * Manage and weigh up competing/conflicting values or interests to make reasoned professional judgement * Exercise professional curiosity * Critically reflect on/review practice and record the outcomes of reflection appropriately * Take responsibility for your decisions and recommendations * Ensure professional ethical standards are developed, maintained and promoted * Ensure the highest standard of person centred approach, so that people are treated with dignity and their rights, values and autonomy are respected * Practice in a non-discriminatory manner |
| Communications | * Maintain accurate, clear, concise and timely records of cases, care packages and actions in line with the Directorate's policies on file maintenance, this includes electronic and paper records - the primary method of record keeping is electronic * Communicate in an appropriate matter, in a way which is engaging, respectful, motivating and effective, even when dealing with conflict or resistance to change * Communicate your role and purpose sensitively and clearly, using appropriate language and methods * Maintain appropriate relationships with individuals and their carers based on respect, honesty and integrity * Effectively negotiate and manage difficult conversations with empathy the range of communication methods available to meet specific needs (both verbal and non-verbal) * Prepare and present formal reports in line with legislation, policies and procedures |
| Partnership / corporate working | * Engage effectively with colleagues within Heath and Adult Services, Care and Support, North Yorkshire County Council, also other agencies including health partners and voluntary sector to ensure you maximise resources choice and opportunities for people, in order to achieve positive outcomes. * Engage with individuals and their families/carers and sustain effective relationships in order to effect change * Support networks, groups and communities to meet needs and outcomes |
| Resource management | * Support adults with care and support needs and carers to meet their assessed needs within the indicative budget and in a way which maximises resources, where this is not the case you will seek advice from your line manager at the earliest opportunity. |
| Systems and information | * Utilise the current business processes in relation to record keeping, financial monitoring and ICT, including data sharing protocols * Assist in the collection of data using the appropriate IT systems, including keeping up to date with and supporting organisational technical developments. * Use technology to communicate appropriately with an awareness of the potential misuses of technology e.g. social media * Maintain individuals’ information security and protect data * Promote the use of technology to achieve better outcomes |
| Safeguarding | * To be committed to safeguarding, recognise the signs of harm, abuse and neglect and promote the welfare of children, young people and adults, raising concerns as appropriate. * Respond appropriately to unexpected situations, identify and challenge practices which present a risk to, or from, people you are working with, their carers or others in order to uphold professional requirements * Maintain the safety of people you work with, their families/carers and your colleagues * Establish and maintain personal and professional boundaries * Maintain your own personal safety and that of others in complex situations * Balance appropriate levels of autonomy within a complex system of accountability |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge of the basic framework of the Care Act 2014 * Knowledge of the Mental Capacity Act * Knowledge of Equality & Diversity, Dignity & Respect and Human Rights legislation * Knowledge of the Data Protection Act and confidentiality * Awareness of self (strengths, weaknesses, thoughts, beliefs, motivation and emotions) and how this impacts on other people * Understand the importance of seeking the views of service users and carers * Recognise the importance of promoting human rights, social justice, inclusion and equality * Recognise how own learning, ideas and behaviours can influence and benefit others * Knowledge of the NHS Integration Agenda | * Knowledge of Self Directed Support and Personalisation * Knowledge of Safeguarding Adults ProceduresKnowledge of Direct Payments * Knowledge of health and social care policy developments and good practice * Understanding and application of the Social Model of Disability |
| Experience   * Experience in an adults’ Health or Social Care setting, working with people with physical or sensory impairments or with older people * To demonstrate awareness of the need for social work practice * To demonstrate an initial understanding of difference and diversity within society and to be receptive to the views of others | * Demonstrable experience of assessing adults’ needs in either a community, hospital or residential setting * Experience of undertaking assessments of social care needs * Experience of preparing and presenting information for continuing health care decisions * Evidence of assisting with safeguarding adults investigations |
| Occupational Skills   * Excellent communication and listening skills * The ability to converse at ease with customers and provide advice * Able to manage own time to deadlines, manage pressure effectively and cope with setbacks * Able to recognise when advice or support is necessary * Able to use a range of IT and software packages * Ability to develop rapport, challenge and deal with conflicts with key stakeholders and provide relevant solutions) * Acknowledging there may be ethical dilemmas within the role between promoting rights and enforcing responsibilities * Ability to communicate clearly, accurately and appropriately in verbal and written forms in line with Adult Social Care’s Recording Standards * Demonstrate an ability to be empathetic * The ability to motivate people to develop skills to find solutions to their social needs * Demonstrate the importance of using your own initiative, working as a member of a team and collaborating with other colleagues both internal and external to the Council * Demonstrate an understanding of the importance of your own self-care, resilience and adaptability | * Able to plan for and undertake an assessment of need, including being able to determine what information is needed, undertake the assessment in a timely manner and interpret and analyse the information gathered * Person Centred Approach to work with adults and carers * Asset and strength based approaches with adults and carers * Able to apply eligibility criteria to a social care assessment * Able to speak up for and / or on behalf of another person in line with legislation * Ability to provide and fit equipment where specialist qualification or professional training is not required * Able to conduct informal and formal risk assessments * Able to manage expectations, persuade, influence and/or negotiate with people and manage difficult conversations where there are differences of opinion with adults with care and support needs and carers and others. |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Maths and English Language at GCSE grade 4 or above, or equivalent. | * Adult Care Worker Level 3 or equivalent Health & Social Care Level 3 qualification |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours * Availability to work outside office hours as necessary |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

**You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process**.