

Reference Number	MUL140
Role Title	Social Work Assistant I
Directorate	Multiple
Department	Multiple
Reports to	Social Work Team Leader

Role Purpose

To support the assessment process and arrange, organise and co-ordinate the implementation of care plans, to ensure the access to and delivery of high quality support services and interventions for vulnerable citizens in Bournemouth, Christchurch and Poole. Primarily focused on co-ordination, this role carries a low-level and basic caseload and works under close supervision from a professionally qualified practitioners and managers.

Accountabilities

- Undertake straightforward assessments to identify needs, in accordance with the relevant assessment process and with support and supervision from professionally qualified practitioners and managers. This will include gathering information from other partners, agencies and services.
- Implement defined care plans for service users to meet assessed needs by arranging and scheduling care services and identified support activities, to ensure that all necessary actions and activities are arranged and delivered within agreed timescales. This will include tracking admissions and discharges to hospitals.
- Monitor the delivery of activities, actions and services specified in the plan to ensure that they are delivered according to agreed timescales and standards, and visit service users to check that identified needs are being met in the best way possible. Where services are no longer meeting the assessed need or might require changes, this is escalated to the appropriate senior colleague.
- With supervision, provide information, advice and support to service users and their families about the support and care available, so that service users understand what options and wider support is available for them. This includes referring people to other statutory agencies and services such as those in the voluntary and community sector.
- Communicate effectively with service users, taking a person-centred working approach to ensure that they are able to participate in planning and decision making regarding their own lives.
- Recognise risk and safeguarding issues, escalating issues to more senior colleagues to ensure that situations are addressed at the earliest possible opportunity.
- Maintain accurate case records in line with national and local policies and requirements, to ensure information is accessible and auditable.
- Provide an administrative service as a first point of contact, to co-ordinate support and minimise demands placed upon the

multi-disciplinary teams.

Knowledge / Skills / Experience required

- NVQ Level 3 in a health or social care related discipline, or equivalent.
- Some experience in a health or social care setting and delivering front line support.
- Some experience in co-ordinating and organising resources and activities, including in conjunction with multiple agencies.
- Knowledge of policies, processes and procedures relating to health or social care.
- Basic knowledge and understanding of health and social care terminology.
- Some knowledge of statutory framework and legislation overseeing social work.
- Ability to establish effective relationships with service users.
- Ability to communicate clearly, using empathy and understanding.
- Ability to prioritise own work and managing own time effectively.

Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning will typically be over days and weeks.

Working Conditions:

- As a mobile worker visiting service users, a working day will include some walking and standing, but with the ability to vary and control this.
- Work entails home visits, where there is potential exposure to unpleasant environments, such as smoke, dirt, unpleasant smells, and hazardous substances. There is limited ability to control this exposure.
- In working with vulnerable members of the community, the role will need to maintain composure and concentration in spite of sometimes challenging circumstances and behaviour.
- The role holder will be exposed to upsetting cases and sometimes witness distressing or traumatic circumstances as part of the job, though this may be witnessed more indirectly than for qualified case-holding practitioners (e.g. through case notes).
- The role holder may have to deal with confrontation, conflict, hostility and challenging behaviour from service users and their families.

Working Arrangements

- The role may be required to work outside of normal office working hours.