**BCP Council**

**JOB DESCIPTION**

**SERVICE UNIT:** Adult Social Care

**JOB TITLE:** Social Work Assistant Level II

**POST No:** 9023

**SALARY GRADE:** BCP Grade G

**RESPONSIBLE TO:** Team Manager

The purpose of this Job Description is to indicate the general responsibility of the post. The duties may vary from time to time without changing the general character or level of responsibility entailed as provided in paragraph 80d of the Conditions of Service.

**MAIN PURPOSE**

* To assist qualified staff and work as part of a team in the Homelessness Intervention Team

delivering high quality support and protective intervention for vulnerable adults, families and carers.

* To assess the needs of vulnerable adults and to ensure that the provision of care, advice, support and all other services required to meet identified needs is arranged, monitored and reviewed in an efficient, sensitive and cost-effective manner.
* To work in conjunction with others to develop the quality of services provided by Adult Social Care-Services as part of the local aims for delivery of the full range of Adult Services.

**MAIN RESPONSIBILITIES**

1. To assist the appropriate qualified worker in discharging the full range of statutory duties and BCP service objectives, within the team which the post holder works, under the supervision, guidance and direction of the relevant manager.
2. After a period of induction and training, to manage a caseload of less complex cases, appropriate to the primary function of the team, undertaking appropriate assessments and contributing to and coordinating multi-agency, multi-disciplinary teams and/or conferences where appropriate. These cases may entail visiting clients in their own homes and elsewhere liaising with other staff in Primary Health Care, Social Services and Provider Organisations to ensure that identified needs are being met in the most effective way possible.
3. To assist qualified workers and carry out when appropriate financial decisions in accordance with policies and procedures.
4. After training be able to provide advice, support and information to clients, their families and carers, members of the public and other professionals, about all aspects of care provision for adults with Mental Health needs, including information about and assistance with claiming and relevant welfare benefits.
5. To ensure that all service users including adults, families and carers are fully enabled to participate in planning and decision making concerning their own lives and that complaints and representations are dealt with effectively.
6. In appropriate circumstances, accompanying clients on visits to Homes, Hospital or GP appointments and other places to facilitate the provision of services to meet identified care needs.
7. To ensure that work undertaken meets expectations as outlined in service unit and borough quality assurance and performance management systems.

**MAIN OBJECTIVES**

1. To contribute to the Unit’s objective of ensuring the provision of high quality, cost effective services to vulnerable adults living in BCP with homelessness needs.
2. To design and negotiate individual care packages, with the service user, their family or carers.
3. To undertake direct work with individual service users, their families and/or carers as part of an agreed plan, and within this promoting health and wellbeing.
4. Ensure that adults, families and carers are enabled to participate fully in planning and decision making.
5. Ensure that complaints are investigated in line with policy and procedure and that service users and carers have access to and are enabled to use available advocacy services.
6. Where appropriate attend and/or chair professional and formal meetings in relation to service users, e.g. multi disciplinary meetings, conferences and where appropriate attend safeguarding meetings specific to their clients.
7. Attend and participate team meetings.
8. Maintain and extend knowledge and skills, reflective practice, team events and attendance at relevant training appropriate to the role.
9. Maintain case records on local information recording systems and ensure these records are maintained in line with legislative requirements and Borough policy and procedure.
10. Maintain knowledge of government guidance, legislation and best practice in relation to adults and the specialist service area to which appointed with support of the appropriate qualified worker.
11. To input and access information on Unit computer databases.
12. Uphold the policy and procedure of the BCP ‘Fairness for All’ and ensure that services are delivered in a way which addresses the particular needs of all service users and does not discriminate against an individual or group.
13. Comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Act, the Health and Safety at Work Act and Data Protection Act.
14. Undertake any other duties as may be required from time to time commensurate with the level of the post.

The post holder must posses:

1. A valid full driving licence.

Prepared by: Updated by Stacey Connors, Service Manager Dated 10.09.2025

**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL / DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE*** Recent work experience in social care or similar field, involving direct contact with members of the public
* Experience of working as part of a team liaising with health and social care professionals
 | **E****D** | Application FormReferencesInterview |
| **QUALIFICATIONS & TRAINING*** 4 GCSE’s (or equivalent) to include English
* NVQ11 (or equivalent) in social care related subject
 | **E****D** | Application Form |
| **APTITUDES & ABILITIES*** Good written and verbal communication and negotiation skills
* Ability to keep efficient written records of work done
* Ability to complete tasks, work within required timescales and achieve deadlines and targets with minimal input and support – all levels
* Ability to use IT systems and processing adequate keyboard skills
* Inclusive person centred approach
* Ability to undertake direct work with adults, families and carers
* Ability to work as part of a team/multi agency partnership
* Ability to interpret and analyse written and statistical information
* Ability to both support and challenge adults, families and carers as appropriate
* Able to balance service user needs with resource limitations
* Committed to the efficient and effective use of resources – both internal and external to the organisation – and able to encourage others to do so
* Ability to chair meetings
 | **E****E****E****E****D****D****E****D****D****D****E****D****D****D** | Application FormReferencesInterview |
| **KNOWLEDGE*** Awareness of social, legal and political context within which social care services are delivered
* Understanding of safeguarding responsibilities, legislation and guidance
* Knowledge of Addiction, Homelessness, Mental Health and Mental Capacity legislation
* Understanding of supervision and its role in promoting and maintaining quality of service
* Aware of own developmental limitations and knows when to seek advice
* Knowledge of statutory processes relating to vulnerable adults
 | **D****D****D****D****E****D** | Application FormInterview |
| **ATTITUDE & MOTIVATION*** Ability to work co-operatively as part of a team
* Ability to manage tasks effectively on own initiative
* Flexible and adaptable approach to working arrangements
* Willing to undertake training
* Excellent interpersonal skills
* Commitment to high quality service provision which is responsive to service needs
* Commitment to social inclusion and improved outcomes for vulnerable adults, families and carers
 | **E****E****E****E****E****D****D** | ReferencesInterview |
| **OTHER FACTORS*** Ability to relate to wide range of people
* Interest in developing own skills and contributing to development of those other staff
* Ability to travel around the Borough (and to other areas of UK) in an agreed timely manner
* Willingness to work unsocial hours as required to meet requirements of the service
* Disclosure and Barring Service clearance
 | **E****E****E****E****E** | ReferencesInterviewSatisfactory DBS Disclosure |