**BCP Council JOB DESCRIPTION**

**SERVICE UNIT: Emergency Duty Service Adult Social Care**

**JOB TITLE: Emergency Duty Service Practitioner SW/AMHP**

**REF: 105372**

**GRADE: Band K plus 20%**

**RESPONSIBLE TO: ASC - Service Manager Emergency Duty Service (EDS)**

**MAIN PURPOSE**

* To work as part of a team providing emergency cover and access to essential Social Services outside the main local office working hours and covering Bournemouth, Christchurch, Poole Council (BCP Council) authority.
* To participate in the duty system ensuring that adults in need are made safe until the next working day within statutory guidelines and local quality standards.
* To undertake high quality assessments, provide appropriate information, advice and services and where necessary undertake visits to further assess needs and arrange urgently required services.

**MAIN RESPONSIBILITIES**

1. To ensure that the legal responsibilities (out of normal office hours) of the Directorates are carried out under the supervision, guidance and direction of the Service Manager or Deputy Manager.
2. To receive referrals, undertaking appropriate assessments and taking necessary action to ensure that adults in need are kept safe.
3. To undertake Mental Health Act assessments and Safeguarding Adults’ enquiries including joint interviews when required.

1. To ensure that adults and carers are enabled to participate fully in decision making and planning.
2. To work in partnership with other agencies to ensure that service users are safeguarded.
3. To make sound professional and financial decisions in accordance with legislation, policies and procedures including the Mental Health Act 1983, the Multi-Agency Safeguarding Adults Policy and Procedures, the Inter-agency Children’s Safeguarding Procedures the Mental Capacity Act 2005 and the Care Act 2014.
4. To efficiently and effectively maintain case records on local information recording systems and ensure that these records are maintained in line with legislative requirements and Directorate policy and procedures.
5. To participate in regular supervision and maintain continuous professional development through attendance at training, team events etc.
6. To maintain knowledge of relevant research, government guidance, legislation and best practice in relation to all service user groups.
7. To attend and participate in team meetings and professional forums
8. To maintain and develop good working relationships and adequate communication systems with Social Care colleagues, colleagues in the Multi-Agency Safeguarding Hub and partner agencies to ensure service users are safeguarded and their well being is promoted.
9. Participate and contribute to an employee appraisal at least annually.
10. To ensure that complaints are investigated in line with policy and procedure.
11. To ensure that the manager is informed of all issues of a sensitive nature and that information is provided as to the quality and nature of work undertaken as required.
12. To attend professional meetings and court hearings in relation to service users as required.
13. As appropriate, to contribute to the induction of new staff, learning of qualified social workers and non-social work staff.
14. To participate in specific service development projects as agreed with the Emergency Duty Service Manager or other senior officers.
15. To undertake such other duties as may be required from time to time commensurate with the level of the post.
16. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Date: May 2025

**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   * At least two years post-qualification experience in/of mental health in a social care fieldwork/local office/hospital setting | Essential | Application Form  References  Interview |
| **QUALIFICATIONS / TRAINING**   * Professional qualifications: MSW, BSW, or Dip/SW * SWE social work registration * Approved Mental Health Professional status * Trained Safeguarding Adults Practitioner | Essential  Essential  Essential  Essential | Application Form  References  Certificates  Interview |
| **APTITUDES / ABILITIES**   * Inclusive service user centred approach * Ability to undertake direct work with service users * Good written and verbal communication skills * Able to interpret and analyse written and statistical information * Ability to reflect, analyse and deal with complex issues including risk management. * Ability to undertake complex assessment and write coherent analytical reports with appropriate actions and recommendations * Ability to manage a pressured workload effectively and calmly * Ability to both support and challenge service users and their carers as appropriate * Able to balance service user needs with resource limitations * Ability to allocate work and give clear advice on complex cases. * Ability and willingness to work as part of a team/multi agency partnership * Ability to undertake service development tasks * Willingness to undertake training. | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  References  Interview |
| **KNOWLEDGE**   * Up to date knowledge of all relevant legislation, statutory guidance and regulations that apply to Social Care * Knowledge of safeguarding policies and procedures for children and adults at risk * Knowledge of eligibility criteria for Social Care Services * Understanding of professional supervision and its role in promoting and maintaining quality of service * Aware of own developmental limitations and knows when to seek advice * Knowledge and proven application of IT systems and good keyboard skills | Essential  Essential  Essential  Essential  Essential  Essential | Application Form References  Interview |
| **ATTITUDE / MOTIVATION** |  |  |
| * Commitment to high quality service provision * Commitment to social inclusion and improved outcomes for vulnerable children and adults * Reliable and enthusiastic * Professional attitude * Flexible in approach to work * To actively support BCP Council’s equal opportunities policy | Essential  Essential  Essential  Essential  Essential  Essential |  |
| **OTHER FACTORS** |  |  |
| * Ability to travel around the County (and to other areas of the UK) in an agreed timely manner * Willingness to work unsocial hours as required to meet the requirements of the service and to respond to changes in duty working patterns at short notice * Enhanced Disclosure and Barring Service Check | Essential  Essential  Essential | Application Form References  Satisfactory DBS Disclosure |

01/05/2025

Nicola Hiles