

Role Profile

Part A - Grade & Structure Information

Job Family Code	9SW	Role Title	Social Worker
Grade	PS9SC	Reports to (role title)	Assistant Team Manager
		Directorate	AWHP
JE Band	314-370	Service	
		Team	Social Care Team
		Date Role Profile was created	Sep-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide a professional social work service to adults their families and carers living in Surrey in line with the requirements of the Care Act.</p> <p>To engage with individuals, families, groups and communities to assess and intervene, and using professional judgement, employ a range of interventions promoting choice, control and independence. The role holder will assist individuals, carers and families to develop support plans to meet the outcomes identified, using an asset-based approach and family, friends and community options where appropriate and eligible needs are identified. They will actively encourage involvement and ownership of the support plan but to take a leadership role where appropriate and will give clear explanation of the use of Direct Payments so that informed decisions can be made.</p> <p>The role holder will actively promote wellbeing and independence, to enable individuals and carers to retain or regain their skills and confidence and prevent or delay deterioration. They will engage effectively with families to facilitate contingency planning to anticipate complexity and changing circumstances.</p> <p>They will ensure that as part of the assessment NHS Continuous Healthcare is considered for all individuals.</p> <p>They will also assist with the duty/intake function of the team as required, providing immediate professional guidance on urgent issues, arranging immediate support to manage risk in line with a personalised approach and escalating issues of concern to more senior staff.</p> <p>To understand and apply the Council's duties and responsibilities for safeguarding children and young people as they apply to the role.</p> <p>To understand and apply the Council's duties and responsibilities for preventing and detecting crime, including countering terrorism and reducing risks of radicalisation, as they apply to the role.</p>
Work Context	<p>This postholder will be working in Adults, Wellbeing & Health Partnerships (AWHP) and will be based in either:</p> <p>The Connect to Community (C2C) team which provides a single front door for new contacts in the east or west of Surrey. The key components of C2C are strengths-based conversations, carer support, triaging safeguarding enquiries, tech enabled care, referrals to reablement, provision of OT support, community information and housing advice.</p> <p>An Area Based Team in the east or west of Surrey which provides a duty, assessment (needs, carers, MCA, OT step 5) and review (community/ care homes/ carers/out of county) function. There are specialist Area Based Teams delivering Learning Disabilities & Autism or Mental Health services.</p> <p>One of 5 acute hospital teams providing 7 day 8.00am – 8.00pm social work and social care support to individuals, carers and families involved in discharge from hospital.</p> <p>They will be required to work flexibly to support the operational needs of the wider service as required.</p> <p>Surrey has both urban and rural areas and the postholder will be expected to have a valid driving licence to drive in the UK and access to a vehicle.</p> <p>Reasonable adjustments will be made for individuals who have a disability to enable them to fulfil the requirements of the job.</p> <p>Professional supervision will be provided.</p>
Line management responsibility if applicable	None, but will have the opportunity to develop supervisory skills and take on a co-ordinating and advisory role with unqualified and less experienced colleagues as required.
Budget responsibility if applicable	None, but may make recommendations for the provision of services in line with the budget determined according to the assessment of needs, and advise less experienced or unqualified colleagues on budget and the cost of services.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Casework Management</p> <ul style="list-style-type: none"> • Take professional responsibility as directed for managing a caseload which will include individuals, children, families and carers who require support and guidance. Enable them to identify their needs and plan support to meet those needs using the full range of options, seeking advice and support where appropriate. • Demonstrate confident and effective judgement about risk and accountability in decision making. <p>Assessment and Review</p> <ul style="list-style-type: none"> • Use assessment procedures discerningly in response to the presenting needs and to ensure that a proportionate assessment is completed in a way that enables maximum participation. <p>Advice and Guidance</p> <ul style="list-style-type: none"> • Provide information, advice and guidance in line with current national legislation and to recognise the need for, and appropriately signpost to other agencies, services or providers. <p>Safeguarding</p> <ul style="list-style-type: none"> • Understand the forms of harm and their impact on people and be able to identify safeguarding concerns. • Where relevant and with support undertake assessment and planning for safeguarding. <p>Staff Development</p> <ul style="list-style-type: none"> • Share and present professional knowledge and expertise with colleagues within the team. • When appropriate provide professional reflective supervision to staff who are not professionally qualified. <p>Data Quality</p> <ul style="list-style-type: none"> • Take professional and personal responsibility for clear recording of analysis and judgements, maintaining up to date case work records on the database as required by Surrey County Council. • Take responsibility for working within the Directorate's data protection policies. <p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take</p>
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	reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Relevant professional qualification and Social Work England registration where required. • Up to date working knowledge of relevant national and local policy and statutory guidance and legislation in relation to the provision of social care services. • Sound knowledge of social care processes and responsibilities in line with personalisation, self directed support and person centred planning. • An understanding of the principles of confidentiality and information governance and how these apply to social care. • An understanding of diversity and how it affects practice. • Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication. • Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way. • Ability to write assessment documents, letters, emails and reports in a way that is clear and easily understood by anyone reading them. • Ability to co-operate and work well with others, support colleagues both within and outside of the team and contribute to the successful achievement of team goals, sharing information and learning whilst supporting others. • Competent in the use of basic IT skills. • Competent in the use of basic numeracy skills with the ability to understand and explain basic cost information. • Ability and willingness to develop effective professional reflective supervision skills to support less experienced qualified staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> ● Recognised Social work qualification (DipSW, CQSW, CSS or approved equivalent, BA Hons Social Work or other relevant degree in Social Work). ● Social workers must have, and maintain, current registration with Social Work England (SWE) and adhere to the SWE standards for conduct, performance and ethics. ● All registered social workers qualifying from 2012 will be required to participate on the ASYE or provide evidence of successful completion of the ASYE or demonstrate capabilities required at ASYE level or higher. ● Applied knowledge of the Mental Capacity Act 2005. ● Ability to understand the forms of harm and their impact on people, and with support, to identify and plan for safeguarding. ● Ability to work in a person centered outcome focused way. ● Experience of communicating with compassion and authority in challenging situations and with resistant individuals, and proven ability to effectively engage with people in complex situations both short-term and building relationships over time.
Role Summary	Roles at this level provide professional social work, occupational therapy and other support to individuals, children, families and carers living in Surrey in line with the requirements of current, relevant, national legislation and local policies and procedures. They engage with individuals, children, families, groups and communities to assess and intervene and using professional judgement employ a range of interventions promoting choice, control and independence.
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