

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Case Management Social Worker	Grade:	SW 31-33
Reports to (Designation):	Operational Manager (s)	Grade:	PO6
Directorate:	Adult Social Care & Health	Section	Adult Social Care

Main Purpose of the job:

The main purpose of this job is to work as a care management social worker to assess the needs of vulnerable adults and their carers, and to support them to arrange services to meet the needs and outcomes identified. The promotion prevention, independence and self-directed support, choice and control will be central to this post. Risk management and safeguarding will also be key parts of this role (including children's safeguarding where relevant), together with case management support for those adult requiring frequent specialist intervention to meet their needs.

Summary of Responsibilities and Personal Duties:

Main activity

- Ensure service users and their carers receive timely and proportionate care management assessments of their needs, that identify the outcomes they wish to achieve.
- Promote service user independence and recovery, including the promotion of Enablement and linking the service user to community based services that enhance personal wellbeing.
- To work as part of multi-agency teams providing seamless health and social care services.
- To ensure that service users and carers are involved in individualised and creative support planning, encouraging choice and control through the use of personal budgets, including Direct Payments as the default position
- Work with Community Development Staff to help people access community based services.
- Ensure that risk management and adult safeguarding procedures are adhered to in social work practice. Be aware of any potential children's safeguarding concerns and liaise as appropriate with Children's Social Care Services taking into account children's safeguarding procedures.

- Carry out any assessments and service users reviews to a high standard in a timely manner in accordance with procedures reflecting the needs and outcomes of the service user and carer
- Work with advocates and carers where the service user does not have mental capacity to achieve outcomes in his/her best interests.
- Ensure the principles of the Mental Capacity Act are applied where appropriate.
- Ensure that all relevant case work recording is made on appropriate electronic systems in an accurate and timely manner. To be responsible for update Service User and Carer information and identifying and rectifying missing or incorrect information.
- Manage own work and use both professional supervision, and the Council's Performance Evaluation Scheme, as opportunities to seek advice and reflect on and develop practice
- Base decision making on research/evidence in consultation with others.
- Prepare reports as required.
- Undertake supervision of at least 1 member of staff, once the practitioner has reached an agreed level of experience.
- In personal professional practice (and that of supervised staff) promote an ethos of helping people help themselves or one another through initiatives to facilitate and support increased individual and community capacity. This includes utilising own resources, promoting social inclusion and community networks, reciprocal support and sustainable caring roles, through taking a strength-based approach to assessment.

Partnership Working / Teamwork

- Promote joint working at a frontline level, working in a multi-disciplinary way with colleagues in other departments of the Council and in Health.
- Attend team meetings and foster a positive team working environment
- Take responsibility for own and other people's safety, by ensuring that team members and other staff are not knowingly exposed to the risk of violence
- Alert line management to any situation of high risk which may attract negative public attention to the department.

General Duties

- Adhere to legislation, guidance, procedure and policy – both in relation to safeguarding vulnerable adults (and children where relevant) and as an employee of the council.
- Ensure services are delivered in accordance with the Council's Equal Opportunities and Environmental Policies.

- Undertake any other duties commensurate with the level of the post. Maintain and update own technical knowledge and continuous professional development.
- Maintain registration with the HCPC.
- Adhere to both the Council's Code of Conduct and the HCPC's Code of Practice, at all times.

Internal Contacts: These include

External Contacts: This will include

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Case Management Social Worker

Grade: SW 31-33

Department: Adult Social Care

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Knowledge	
A basic understanding and awareness of the underpinning legislation for provision of adult social care services to vulnerable adults	S
Knowledge of personalisation in Adult Social Care and central government guidance for self directed support for vulnerable adults	S
Knowledge of preventative and enablement approaches that improve independence	S
Knowledge of equality issues effecting the provision of adult services.	S
A knowledge of the care and support needs of people who are vulnerable.	
A knowledge of adult safeguarding policy, procedure and practice	S
An understanding of evidence based social work practice and its application with adult social care services.	S
Knowledge of approaches to risk management in social work and social care	S
An awareness of eligibility criteria and how these are applied.	S
An awareness of charging policies and the use of Resource Allocation Systems to determine personal budgets	S
Aptitude	
Able to work effectively as a caseworker to ensure the best outcomes for service users	
Able to identify risk in an individual case work situation and to develop a risk management plan in accordance with local policies and procedures	

Able to hold casework responsibility with regular supervision	
Able to follow council financial procedures and any statutory requirements in relation to the administration of council resources to meet needs	
Skills	(To Be Tested – T)
Skills can only be used as shortlisting criteria if the skill is to be tested	
IT skills across a range of systems and tools e.g. social care client database, e-mail, internet based programmes, word processing, financial database.	
Good writing skills in order to record casework and prepare complex reports	
Has good communication skills and is able to relate well to service users, families and other professionals.	
Experience	
Has at least 2 years pre or post qualification experience working in social care or social work with adult service users.	S
Experience of working with service users who have complex needs that require frequent interventions to support their changing needs.	S
Some experience of working in the context of adult safeguarding and the management of risk.	S
Experience working with service users who are “difficult to reach” who have been socially excluded.	S
Experience working with service users and their families where there is an extensive breadth/depth of need and economic deprivation.	S
Experience of working with service users and advocates where the service user does not have mental capacity.	S
General Education	
PLEASE NOTE THAT IF QUALIFICATIONS ARE AN ESSENTIAL REQUIREMENT ORIGINAL CERTIFICATES ONLY WILL BE ACCEPTED, THESE WILL BE VERIFIED AT START OF APPOINTMENT.	
Qualified and Registered Social Worker	S
Personal Qualities	
Able to think and act clearly when working under considerable pressure.	
Commitment to underpinning ethical values of service delivery to vulnerable adults, and the principles of personalised social care provision	
Circumstances	
Able to attend occasional evening/ weekend meetings or appointments if required, and with reasonable notice.	
Postholder may be required to work public holidays and/or weekends.	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☐ **Standard** ☐ **Enhanced** ☒

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)