

ROYAL BOROUGH OF KINGSTON UPON THAMES

ROLE PROFILE

Directorate:	Community Services – Community Care	Job Title:	Social Worker / Occupational Therapist
		Indicative Grade:	H / I
		Post Number:	

Relationships

1. Responsible to:	Team Leader
2. Responsible for:	n/a
3. Important Internal Relationships:	Support Coordinators Team Leaders Service Managers Elected Members Directorate management teams
4. Important External Relationships:	Customers Carers and Families Local health providers Partner service providers

MAIN PURPOSE OF JOB

The Royal Borough of Kingston's vision is that it has a national reputation as one of the very best places to live and work. The post holder will have a major contribution to make to deliver that vision and the strategic priorities set out in the Kingston Plan by providing effective professional Social Work or Occupational Therapy provision across Adult Social Care.

Prepared by: Agreed by:

Signature Date: Signature Date:

Main Responsibilities of the Job

- To ensure compliance with the professional code of conduct and fulfil obligations under the relevant legislation.
- To be fully responsible for managing a service caseload including customers with complex needs.
- To be responsible for accepting referrals, undertaking screening, and carrying out assessment of needs for customers.
- To apply FACS (Fair Access to Care Services) criteria based reasoning and differentiate between customers' essential and desirable needs as part of assessment.
- To provide professional supervision to non qualified staff.
- To discharge statutory duties related to the care of adults and of their carers.
- To maintain the professional qualifications, memberships and registrations required to perform the role.
- To develop and maintain effective working relationships with all partners (both internal and external) in order to ensure that the team can deliver a co-ordinated, timely and appropriate service to the customer.
- To promote and participate in good team working practices and to demonstrate these whenever possible.
- To ensure both staff and public safety, by preventing and diffusing difficult situations and taking responsibility to escalate to managers where necessary.
- To deal effectively and promptly with escalations from team members.
- To keep up-to-date with developments, products and information relating to the service and the rest of the council to ensure that appropriate and timely information is given to customers.
- To ensure proportionate risk assessments for both the customer and the carer associated with any support plan have been carried out.
- To undertake reviews of customers with long term needs as required and within statutory timelines and carry out reassessments as required.

Communication

- To work actively and co-operatively as an effective team member, collaborating with and informing colleagues within the team, across the council and with partners
- To ensure that positive working relationships are maintained both internally and externally to the benefit of the customer and the council.
- To contribute to the sharing of knowledge between teams within the service and where appropriate with partners and / or other council teams.

Performance Management

- To deliver services and support in accordance with agreed service standards and the Council's Customer Service Standards
- To be responsible for own personal performance and development in accordance with the One Council policies
- To contribute to the overall performance of the team.
- To demonstrate a commitment to professional development and coaching of other team members
- To act on performance feedback received for the benefit of individual and team performance.
- To ensure the highest standards of quality are achieved in all duties carried out.
- To support Managers in developing short and long term plans for the team in line with council and Government priorities and customer requirements.

General

- To embody the principles of Putting People First : early intervention and prevention, supporting choice and control, universal services for all and building social capital.
- To work in accordance with RBK's Equal Opportunities, Health & Safety, relevant policies and legislation.
- To maintain confidentiality with regard to customer and carer information, and ensure that access to, sharing of and use of the information complies with relevant policies and procedures, including the Data Protection Act.
- To be prepared to work away from the office for extended periods, providing customer services at a location suitable for them.
- To advise and act for the customer in procurement of provider services.
- To demonstrate cost consciousness and an appreciation of the financial climate when commissioning services to ensure best value is achieved.
- To actively challenge existing/established ways of working both within and outside of the service and work towards improving them.
- To demonstrate and adhere to relevant professional skills and standards, ensuring services delivered are compliant with professional standards of practice.
- To undertake any other duties commensurate with the grade of the post, as may be required from time to time, including attending meetings outside of normal working hours.

Specialisms

1. Case Management & Safeguarding

- To provide a full Community Care assessment of needs for customers.
- To offer and undertake a full carer's assessment where required.
- To always adhere to and provide feedback on the council's policies and procedures for assessment and care management.
- To undertake financial assessments of the customer using defined tools and techniques and to calculate the customer's contribution to the delivery of their support plan, preferably on the first visit to the customer.
- To work with customers and carers to develop outcome based customer focused medium and long term support plans.
- To always adhere to and provide feedback on the council's policies and procedures for assessment and care management.
- To undertake Resource Allocation System assessments to determine the extent of support required by the customer.
- In the short term to ensure appropriate and timely intervention for customers who present with urgent needs, thus ensuring their immediate well being and safety.
- To focus in the medium term on creating a support plan to maximise the independence of the customer, outlining outcomes to be achieved within this time critical period.
- To ensure customers who need long term support have the right amount of support to continue to live as independently as possible.
- Within Short Term Support, to ensure safeguarding concerns are appropriately raised as alerts within the timescales of the defined procedures and to make the decision on whether to progress a safeguarding investigation. At this point, successfully hand over the safeguarding investigation to a practitioner within the long term support (or in exceptional circumstances to the safeguarding team) ensuring the safeguarding team have visibility of all cases and their status.

- Within Long Term Support, to receive safeguarding cases and ensure investigations are progressed as within the timescales of the defined processes. To work closely with the allocated independent chair from the safeguarding team to ensure cases are progressed consistently and as efficiently as possible, minimising the impact on support delivery to other customers.

2. Occupational Therapy (OT)

- To undertake functional assessments for customers and carers and subsequent planned intervention for adults with physical and cognitive disability.
- To undertake complex Moving and Handling assessments focusing on the service user's ability, the carer's ability, the environment and the task. To complete the risk assessment and produce a personal handling profile
- To recommend and commission standard and non standard equipment, advise on its correct use; carry out risk assessments and, as appropriate, review the service provision.
- To provide detailed measurements and instructions to contractors in order to commission non standard equipment and adapt and install standard equipment.
- To recommend essential structural adaptations to customers' homes where appropriate and provide detailed drawings and specifications. To liaise with relevant departments and professional bodies through the process as required (Environmental Health, Housing Services, Housing Associations, Architects, Surveyors etc.), managing the financial implications.
- To undertake rehousing assessments, provide advice to Housing Services and other organisations on the needs of customers requiring rehousing.
- To plan and implement individual goal setting plans with the customer, using graded activity to achieve therapeutic goals and defined outcomes.
- To comply with the COT Code of Ethics and Professional Conduct as well as departmental and Trust procedures.

Social Worker / Occupational Therapist – Career Progression Scheme

The post has been graded H/I to allow for:

- The appointment of less qualified and/or experienced individuals within a scale designed to allow staff to develop within the field
- Rewarding staff who gain further experience and qualifications
- Fast tracking high calibre staff into senior level positions
- Maintaining motivation and aiding staff retention
- Enabling staff to gain a broad range of experience
- Allowing for flexibility in resource planning

Appointment and progression through the scheme will depend on an individual meeting the criteria as set out below, as determined through the performance appraisal process.

Criteria to be met before progressing to Grade I

- Consistently achieves performance objectives
- Displays a continued commitment to own personal development and learning
- Delivers a high standard of service to internal and external customers and colleagues
- Demonstrates a positive attitude to work
- To contribute to the overall development of the service
- To demonstrate leadership in the following areas :
 - Provide professional supervision to qualified and non qualified staff, supervising the caseloads of members of the team, monitoring the quality of service delivery across the team and taking action where required to maintain a high quality professional service. This includes :
 - an efficient and effective service meeting the required standards is provided at all times;
 - there is adequate staff coverage to maintain a resilient, consistent service;
 - service is provided and escalations are made and resolved within defined timescales;
 - defined, standard processes and procedures are followed in the delivery of services; and
 - Technology and other tools are used appropriately and consistently to deliver services
 - Support the Team leader in transparent and effective allocation of work across the team, balancing the complexity to the experience and qualifications of team members.
 - Demonstrate a commitment to professional development and coaching of other team members.
 - Keep up-to-date with developments, products and information relating to the service and the rest of the council to contribute to continual service improvement, taking the lead in appropriate areas.
 - Support the Team Leaders and Service Managers in developing short and long term plans for the team in line with council and Government priorities and customer requirements.
 - Support the team leader in the appointment, development, appraisal and performance management of staff in the team as appropriate.
 - To deputise for the Team leader as appropriate.

ROYAL BOROUGH OF KINGSTON UPON THAMES

- an equal opportunities employer

PERSON SPECIFICATION

Job Title: Social Worker / Occupational Therapist Community Care Services

Post No:

Grade: Indicative H / I

	Essential	Desirable
Qualifications and Experience:	<ul style="list-style-type: none"> • Educated to degree level with appropriate professional qualification relevant to the role and specialism (e.g.- CSS/CQSW or DipSw Dip COT or Degree in Occupational Therapy) <p>Experience:</p> <ul style="list-style-type: none"> • Knowledge of the NHS and Community Care Act and other relevant legislation. • Demonstrable understanding of the principles and application of excellent adult social care • Demonstrable experience of creating effective working relationships with internal and external customers • Strong literacy, numeracy, interpersonal and IT skills. 	<ul style="list-style-type: none"> • Experience of a similar role in a Local Authority. • General knowledge across all council services. • To have attained a relevant Post Qualifying award. E.g. Practice Teaching, PQ Award • A minimum of 1 year's experience as a qualified practitioner • Experience of commissioning and coordinating delivery of services. • Experience of using case based ICT systems.
Ability to:	<p>Meets the following criteria as set out in the One Council Leadership and Management Framework.</p> <p>Understand the Business and Customer Needs</p> <ul style="list-style-type: none"> • Balance conflicting interests to find an effective solution • Recognises financial pressures and the need to provide value for money and maximise return on investment • Uses and shares best practice in service delivery from within and outside the organisation • Responds proactively to organisational change 	

	<p>Lead:</p> <ul style="list-style-type: none"> • Support colleagues in achieving performance objectives • Display a commitment to own and team's personal development and learning • Actively promote a culture that values equality and diversity • Measure and monitor service delivery standards • Continuously looks for ways to improve services and develop new ways of working • Promote the corporate and service view. <p>Communicate effectively:</p> <ul style="list-style-type: none"> • Uses a range of communication styles to influence others • Communicate at all levels, always sharing information with those who need to know • Demonstrates an awareness of the impact of own communications on others <p>Build Relationships:</p> <ul style="list-style-type: none"> • Acts as team player, to promote a friendly climate, good morale and team cohesiveness. • Mediates conflicts with internal and external customers effectively, or recognises the need to escalate appropriately, in order to facilitate a mutually beneficial resolution. • Establish effective working relationships with a wide range of colleagues and partners at all levels 	<ul style="list-style-type: none"> •
<p>Knowledge:</p>	<ul style="list-style-type: none"> • The national Transforming Social Care programme • Putting People First • Relevant legislation in social care and health provision 	<ul style="list-style-type: none"> • Understanding of the different roles within the service. • Understanding of the external and internal influences on the service and their impact on service delivery. • Proficiency in a social care case management system and in particular Liquidlogic IAS

Other Requirements:	<ul style="list-style-type: none"> • Having a strong commitment to following our <u>Six Steps to working as One Council (as defined on the council's Intranet)</u> • Having a strong commitment to following our <u>Six Steps to delivering our Customer Commitment (as defined on the council's Intranet)</u> 	
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