

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	7S

PURPOSE

To provide first line management of professional social workers.

ROLE ACCOUNTABILITY	END RESULT
Risk Management	
Oversee the assessment and management of risk associated with cases.	<ul style="list-style-type: none"> Determine any hazards that exist or that may develop Take proper action to mitigate to immediate risk and control future risk potential Reduction of risk to the health and safety of staff and service users
Assessments	
Review/oversee assessments, including those in very complex or high risk circumstances.	<ul style="list-style-type: none"> Identification of service users' needs Provision of appropriate intervention to support service users Protection of vulnerable individuals
Case Management	
Plan and implement intervention for very complex and high risk cases.	<ul style="list-style-type: none"> Proper assessment of user requirements Service provider informed of resource need Appropriate intervention delivered to service user(s) Health, safety, wellbeing and reduction of risk to individuals and the community
Service Delivery	
Supervise and control the delivery of service in own service area.	<ul style="list-style-type: none"> Provision of proper, appropriate and timely intervention to support service users Optimal and efficient use of resources Take action on deficiencies assessed
People Management	
Organise, develop and motivate a team of staff. <ul style="list-style-type: none"> Performance management Discipline and grievance Training requirements Absence management Recruitment and selection 	<ul style="list-style-type: none"> Positive climate Team members develop their skills and knowledge and are capable of achieving the required performance Achievement of work objectives HR policies and procedures met
Development	
Advise and support the learning and personal development, including the assessment of professional practice, of practitioners in training and colleagues.	<ul style="list-style-type: none"> Career progression of suitably experienced and qualified individuals within the service Meeting of quality, national and legislative standards

Guidance	
Provide advice, guidance, direct support and/or enforcement to service users.	<ul style="list-style-type: none"> • Proper conduct and application of good practice in service area • Protection of the community and vulnerable individuals
Prepare material and act as witness and/or Officer of the Court when required.	<ul style="list-style-type: none"> • Provision of evidence to support the well-being and security of vulnerable individuals • Provision of information concerning conduct and actions of service providers • Provision of professional advice to lawyers
Relationships	
Liaise with other agencies on operational issues and deliver service in partnership.	<ul style="list-style-type: none"> • Quality, integrated service delivered to service users • Optimum and effective provision of services
Planning	
Identify necessary resources to deliver service and recommend deployment of resources in own service area.	<ul style="list-style-type: none"> • Delivery of appropriate level of support for service users within policy guidelines • Assure protection of vulnerable individuals in assigned service area • Realistic work distribution for staff
Business Improvement	
Contribute towards developing local, national and professional policy, standards and procedure.	<ul style="list-style-type: none"> • Enhanced quality of service • Influence and lobbying of future policy • Represent the Council's formal view

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
May work directly with service users particularly in complex cases. Supervise the delivery of service by staff in own field. Coordinate responses from other agencies on operational issues and deliver service in partnership. Elected Members to provide information on cases and services. Court as expert witness.
Working Environment Context (physical, disagreeable, health and safety aspects)
May involve dealing with challenging behaviour. Office based, but may involve visiting people in their homes from time to time.
Creativity; discretion; impact: concentration
Use initiative to deal with individual cases on an immediate basis. Exercise expert judgement in assessing and reviewing risk to service users or staff.
Planning requirement
Contribute to group service plan and assess performance and report on outcomes. Contribute to the identification of, and bidding for, required resources in budget process.
Key facts and figure ranges (include likely size of any team managed)
Typically manage up to 10 professional staff as direct reports. No budget management responsibilities.
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Professional qualification, plus post qualifying qualification or equivalent in social work practice. Experience of management and undertaking supervision and preferably management qualification. Expert knowledge of service area. Working knowledge of relevant legislation, regulations and guidelines. Professional development of subordinates.
Equipment operated and essential skills
Computer Software and MIS packages