Role Profile

Post Title:	Social Work Assistant
Grade:	8
Date Created:	12th November 2019

ROLE DEFINITION

To work with people who use social services to assess and respond to their care requirements ensuring that they receive the support they need, within the context of relevant legislation and, Council policies and procedures and recognised best practice.

KEY TASKS AND RESPONSIBILITIES
Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.

- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Assume care management responsibilities, carrying out assessment of service users' needs and risks, following Service procedures, delivering direct interventions to individuals and small groups as part of a programme of interventions, participating in structured consultation / supervision sessions as required, recording, maintaining and filing appropriately all text and digitally recorded information in accordance with North Ayrshire Council policies and procedures and the Data Protection Act.

- Carrying out enquiries and making recommendations where necessary as to whether or not a person requires to be the subject of compulsory protection measures.

- Investigate, assess and develop risk management plans which must be subject to regular and robust review.

- Where required, prepare reports and make recommendations to hearings, courts or tribunals, as appropriate.

- Practice within the relevant legislative framework, ensuring that national and local guidance, policies and procedures are adhered to.

Role Profile

- Provide, advice and guidance to individuals and families, liaising and if necessary, advocating on behalf of Service Users, with other Council employees / services, as well as external organisations.

- Promote and raise awareness of the service, as well as examples of good practice, to colleagues and wider stakeholders.

- Maintain accountability for their own continuous professional development, competency and performance through self-assessment and self-evaluation, analysing personal practice and performance, in consultation with Line Manager, and progressing development activities identified as a result.

- Work to the Personalisation Agenda including self-directed care & co-production.

- Adhere to and promote the Code of Practice for Social Service Workers and North Ayrshire Council's Code of Conduct.

Role Profile

ESSENTIAL / DESIRABLE CRITERIA

	Essential	**Desirable**	**Evidence**
Education and Qualifications	• HNC or SVQ Level III in Social Care or equivalent	• Both HNC and SVQ Level III in Social Care or equivalent	• Application Form • Interview
Experience	• Working with service users • Planning and delivering evidence-based support • Caseload management ***Family Placement Roles Only:*** • Fostering & adoption • Evidence of working in a Children & Families role	• Working with services users in Service specific setting • Delivering groupwork • Undertaking risk assessments	• Application Form • References • Interview
Specialist Knowledge	• Policy and legislative context of the delivery of Social Services • Understanding of issues which affect service users	• Trained in relevant risk assessment tools ***Justice Roles Only:*** • Trained in specific case management procedures	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Able to apply theory to practice • Verbal and written communication skills	•	• Application Form • References • Interview

North Ayrshire Council
Comhairle Siorrachd Àir a Tuath
Grades LW - 9

Role Profile

	• Work on own and as part of a team • Networking skills • Organisational skills • Decision making skills • Interpersonal skills • IT skills • Report writing skills • Work under pressure and to timescales		
Other	• Required to join the PVG Scheme for this type of regulated work • Undertake Non-Police Personnel Vetting Level 2 (NPPV2) (Justice Service posts only)	• Ability to work flexibly	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

Role Profile

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind