



## **JOB PROFILE**

### **Social Work Assistant**

**Incorporates**

|                  |                          |
|------------------|--------------------------|
| <b>Section 1</b> | <b>Post Descriptor</b>   |
| <b>Section 2</b> | <b>Person Descriptor</b> |

## SECTION 1: POST DESCRIPTOR

|  |                               |
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| <b>1. JOB DETAILS</b>  |                               |
| <b>Job Title: Social Work Assistant</b>                                  |                               |
| <b>Service Area: Mental Health, Addicition and Learning Disabilities</b> | <b>Section: Mental Health</b> |
| <b>Reports to: Team Leader/<br/>Senior Social Worker</b>                 | <b>Grade: 5</b>               |
| <b>Position Number: SW2293</b>   | <b>Gauge Reference:</b>       |

  

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| <b>2. JOB PURPOSE</b><br><br>To provide assessment and care management under supervision to individuals affected by Mental Health issues and their family/carers. To compile and provide reports as required within set timescales. To organise and review packages of care and provide support to adults with mental health problems and their families/carer's who require advice and guidance. Provide practical assistance to adults with mental health problems and their families/carers where necessary. To work with other professionals within the integrated team. |
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| <b>3. DIMENSIONS and SCOPE OF JOB<br/>(including budgetary and staffing responsibilities)</b><br><br><b>Budget: N/A</b><br><br><b>Staffing Direct: N/A</b><br><br><b>Staffing Indirect: N/A</b> |
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| <b>4. ORGANISATIONAL CHART<br/>(shows levels directly above and below this post and includes grades of posts)</b><br><br><div style="text-align: center;"><div style="border: 1px solid black; border-radius: 10px; background-color: #e0f2f7; padding: 10px; margin-bottom: 10px;">Integrated Operations Manager</div><div style="border: 1px solid black; border-radius: 10px; background-color: #e0f2f7; padding: 10px; margin-bottom: 10px;">Team Leader/Senior Social Worker</div><div style="border: 1px solid black; border-radius: 10px; background-color: #e0f2f7; padding: 10px;">Social Work Assistant</div></div> |
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## **5. ROLE OF DEPARTMENT/SECTION**

Community Mental Health Services within West Dunbartonshire CHCP offers a service to adults and their carer's through a single point of entry to access multi-disciplinary services. To maximise their health and promote independence through a co-ordinated approach by all disciplines.

## **6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES**

- To work with and provide support to adults with mental health problems and their families.
- To provide assessments for adults and their carer's under supervision as part of the Community Mental Health Team.
- To arrange, care manage and review care packages under supervision.
- To facilitate and manage group activities.
- To liaise with other departments, colleagues and agencies where appropriate.
- To compile and provide reports where necessary.
- To accurately record work undertaken in line with case recording standards.
- To attend and participate in training opportunities.
- To attend and participate in meetings.
- To undertake further duties as may be required by the exigencies of the service.
- To participate in Supervision and Performance and Development Planning.
- To be able to communicate effectively.
- To be able to prioritise and time manage your own caseload.

The above activities would be used to achieve the most appropriate outcome with regards to promoting independence and general health in an attempt to ensure the person's safety and general well being.

## **7. PROBLEM SOLVING**

The post holder would be expected to deal with day to day problems which may arise. Where the issues are more complex e.g. relating to capacity and adult support & protection, advice should be sought from their line manager. Formal and informal supervision is in place to discuss any issues. Policies and Procedures are in place to assist.

## **8. PLANNING**

The post holder will be required to assess and review care plans within the timescales developed in line with departmental expectations/policies under supervision of line manager.

The post holder will participate in team meetings and training which will contribute to the development of service plans.

## **9. ASSIGNMENT AND REVIEW OF WORK**

Work is directly allocated by an appropriate manager.

Completed assessments and care plans are authorised by the manager.

Informal and formal supervision is undertaken in line with WDC policies.

Referrals are received via a single point of access, allocated according to urgency, taking into account the individual's caseload levels, reviewed and closed in consultation with their manager.

## **10. COMMUNICATIONS AND WORKING RELATIONSHIPS**

### **Internal communications and working relationships:**

The post holder will be required to interact and consult with various colleagues within the section

### **External communications and working relationships:**

The post holder will be required to interact and communicate with external agencies and departments, clients, family members and carers

All of these interactions may require understanding, assertiveness, motivation, empathy and support at various times

## **11. DECISION MAKING**

Within this post the post holder requires to have an ability to work without continuous direct supervision, making use of their knowledge, skills and involvement to inform their decision making.

They will require to make appropriate use of their line manager in relation to resource allocation

## **12. MOST CHALLENGING PART OF THE JOB**

- Frequent exposure to demanding and complex social situations.
- Often working alone in the community.
- Having to change planned activities to respond to emergency situations.

### **13. GENERAL**

**Disclosure:** PVG Children & Adults

**Politically Restricted Post:** n/a

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

### **14. WDC TRAINING**

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport  
Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;  
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy
- Skills Passport B – WDC Employee Passport  
Includes relevant i-learn modules

### **15. ROLE SPECIFIC TRAINING**

No mandatory training required to undertake this post.

## SECTION 2: PERSON DESCRIPTOR

|  | Essential   | Desirable   |
|--|---|---|
|  | <b>Qualifications</b>   |   |
|  | 3 National 5 Qualifications (2 of which must be English and Maths) or equivalent.       | SVQ / HNC qualification in health / social care   |
|  |   |   |
|  | <b>Training</b>   |   |
|  | An ability and willingness to work towards appropriate qualification as necessary.      |   |
|  |   |   |
|  | <b>Experience</b>   |   |
|  | In report writing.  | Experience of working within Community Health and Social Care and/or Voluntary setting in an operational role.  |
|  | Given advice and guidance to clients.   | Understanding of current Mental Health Act and incapacity legislation and best practice in the provision of social care and services to people with mental health problems. |
|  | Experience of working with people and dealing with the public in difficult situations.  |   |
|  |   |   |
|  | <b>Knowledge and Skill</b>  |   |
|  | Knowledge of the needs assessment process.  | Understanding of the needs of this particular client group.   |
|  | Knowledge of packages of care available within Community Mental Health setting.         | Knowledge of the benefit system.  |
|  | Ability to complete assessments under supervision.                                      | Experience of using Carefirst system or other IT systems.   |
|  | Basic understanding and ability to work computer systems.                               |   |
|  | An understanding of the management required for working with a vulnerable client group. |   |
|  |   |   |
|  | <b>Disposition</b>  |   |
|  | Good communication and inter-personal skills  | Current driving licence and access to a vehicle.  |
|  | Ability to work as a member of a team   |   |
|  | Motivated with good organisation skills   |   |
|  | Problem solving skills in relation to work  |   |