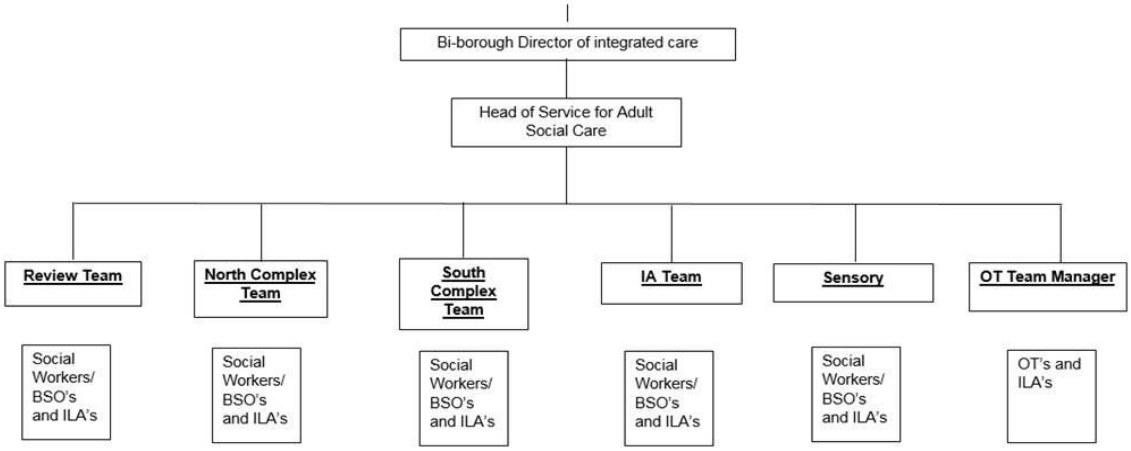
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

JOB DESCRIPTION

Job Title	**Social Worker**
Department	**Adult Social Care**
Section or Service	**Care and Assessment Services**
Grade	**F**

DESIGNATION:

Responsible to:	**Team Manager**
Employees directly supervised *(if applicable)*:	**None**
Family Tree	



1. JOB PURPOSE:

To provide an assessment and care management service to Service Users living in the borough. To provide a professional social work service to people with a range of care needs.

2. DESCRIPTION OF DUTIES:

1 To help provide a service that improves the availability and quality of advice and information for all residents and continues to offer timely and responsive assessments and to deliver personalised care to support users and carers with varied needs to shape their own lives and the services they receive.

2 To assess, according to the agreed eligibility criteria in line with the Care Act 2014, the needs of people who are referred to the service.

3 To arrange services for all residents in need of social care support referred to the team in a safe, timely and effective manner.

4 To participate in the duty service if required.

5 To liaise effectively and work in partnership with statutory and voluntary organisations.

6 To participate in team and service developments

7 To maintain records and be conversant with the Department's I.T. systems.

8 To be conversant with relevant legislation, departmental standards and procedures. To work according to local and national policies and in the context of people being supported to have more choice and control.

9 To participate in regular one to one supervisory meetings and inform the relevant manager of all matters of an urgent or complex nature

10 To undertake training as identified in conjunction with the manager and to disseminate information and share knowledge with the team

11 To ensure all service users are enabled to maximise their capability as a result of our input.

12 Being familiar with the Adult Social Care content on the RBKC website.

13 To involve users and carers in the monitoring and evaluation of the service.

14 To carry out the responsibilities of the job with due regard to equal opportunities, confidentiality and departmental standards

15 Any other tasks and responsibilities as required to deliver the Council's Social Services responsibilities and those appropriate to the post

16 All staff are expected to carry out their job in compliance with the Council's Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet.

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager

PERSON SPECIFICATION

Job Title:	Social Worker

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications** **Essential**: Qualified Social Worker Social Worker England Registered
C	**Skills; Experience and Attitude** • **Essential:** • Knowledge and understanding of the issues facing people who may need assistance accessing Social Care. • Knowledge and understanding of the issues facing carers • Strong knowledge of the Care Act 2014 and the Mental Capacity Act 2005. • Strong knowledge and experience of safeguarding protocols. • Ability to undertake statutory assessments of social care needs and undertake support planning. • Strong communication skills. • Ability to use Word and Windows. • Ability to use Mosaic with training.

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	**INTEGRITY**

	• We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	**WORKING TOGETHER** • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.