

## Job Description

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC09
Location:	Plough Lane (Hybrid)
Responsible to:	Team Manager

**Job Role: Senior Practitioner (Safeguarding)**

**Service: Adult Social Care**

### Main purpose of the role

- To work with adult citizens of Herefordshire and their formal/informal carers or agencies to provide a person centered, asset based and outcome focused assessment, care management and review service.
  - To ensure that the highest standards of professional practice are maintained by providing supervision, review and development, caseload management, casework monitoring and consultation
  - To hold a small caseload of more complex cases as appropriate and dependent on Team requirements/support.
  - To ensure that management information systems are kept up to date and are accurate.
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- Providing support to members of the team with specific supervisory responsibility for staff employed as social workers and other Adult Social Care staff.
  - Ensuring that management information systems are kept up to date and are accurate and case management and allocation is current and recorded appropriately.
  - Assessment & care management responsibilities relating to Care Act 2014.
  - Working in a multi-disciplinary way to ensure that individual's needs are met with emphasis on meeting agreed outcomes.
  - Allocation or transfer of work to social work staff and Assessment and Enablement Officers and other auxiliary workers.
  - Day to day advisory support and guidance to staff and supervision of allocated workers.



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To monitor staff performance and, in consultation with the team manager, contribute to identifying individuals' and the team's learning needs.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To acquire and develop specialist knowledge as required by the team and the Directorate.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To ensure any appropriate legal /financial arrangements are correctly in place for the provision of services to service users and carers in liaison with appropriate teams and panels.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To ensure monitoring and reviewing systems are in place for clients on their caseloads and to ensure case files and electronic recording on Mosaic is current.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To consider an enabling ethos and approach to supporting service users and their families/carers and in joint working with partners and agencies.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To follow the relevant procedures for ensuring that information and data is collected and recorded accurately to enable reliable analyses and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To participate in any duty rota systems to meet urgent service need.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To deputise as required for the Deputy Locality Manager/Locality Manager</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To provide regular supervision to practitioners and non-registered staff as agreed with the team manager.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To ensure that the quality of work meets the required national standards and local procedures.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To provide consultation on day-to-day practice on professional matters to staff and managers.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To keep an accurate record of advice given and decisions taken as a result of consultation and supervision.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To co-work complex cases and assist practitioners' planning, preparation and presentation of evidence, records and reports.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To carry a small caseload comprising more complex work as appropriate and dependent on Team requirements/support, taking responsibility for seeking appropriate information, advice and consultation.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To use a broad knowledge of local resources, services and benefits and to liaise with a variety of statutory, voluntary and independent sector agencies.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To work in a way that is consistent with Council's Equal Opportunities, Anti-discrimination and anti-oppressive practice policies.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>Be conversant with the development of I.T. skill and ability and the maintenance of recording systems.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To work in conjunction with the Registration and Inspection Units in monitoring good practice within Local Authority and Independent Sector Residential and Nursing Homes.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To work with nursing reviewing officers to ensure that under continuing care provision assessment for health services provision are undertaken when appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To support hospital discharge arrangements for patients in liaison with hospital based professional staff and relevant agencies/teams to ensure safe discharge and prevention of admission.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>Identify where reablement (and/or other appropriate services) are appropriate and refer to relevant agencies.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To be conversant with administration policies.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>To ensure confidentiality issues are respected.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



**Quantifiable measures relating to the post:**

*(e.g. number of staff managed, number of patients, size of local population, budget)*

Responsible for:

- Providing support to members of the team with specific supervisory responsibility for staff employed as social workers and other Adult Social Care staff.
- Ensuring that management information systems are kept up to date and are accurate and case management and allocation is current and recorded appropriately.
- Assessment & care management responsibilities relating to Care Act 2014.
- Working in a multi-disciplinary way to ensure that individual's needs are met with emphasis on meeting agreed outcomes.
- Allocation or transfer of work to social work staff and Assessment and Enablement Officers and other auxiliary workers.
- Day to day advisory support and guidance to staff and supervision of allocated workers.
- Timely progression of own small caseload as appropriate and dependant on Team requirements/support and of those supervised.

**Key relationships/functional links with:**

*(main relationships with people inside and outside the organisation that the post holder will encounter during their work)*

Team/Line Manager, Supervisor, team staff group

**Internal:**

Community Wellbeing Locality Teams/services in Operations and Prevention arms of the Directorate.  
Supporting/liaison services in Finance, Hoople (HR), I.T. and commissioning.

**External:**

Primary Care Trust and Acute NHS Trust.  
Statutory, Voluntary and Independent Sector Service Providers.  
Services for Mental health and Community Learning Disability Services



## Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Social Care qualification</li> </ul>	Essential	A
<ul style="list-style-type: none"> <li>Registered with Social Work England</li> </ul>	Essential	A
<ul style="list-style-type: none"> <li>Post qualifying training and continued professional development to be evidenced for any progression.</li> </ul>	Essential	A
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>At least 3 years post qualifying experience in Adult Social Care.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of line management and supervision.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of multi-disciplinary assessments and multi-agency working.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of working across a range of formal and informal agencies.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of undertaking person centred, asset based, outcome focused assessment, care management and review.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of promoting the use of personal budgets/direct payment.</li> </ul>	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> <li>Experience or working with complex cases and vulnerable adults involving conflict and risk.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience/qualification or ability to consider AMHP and/or BIA training</li> </ul>	Essential	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Awareness and understanding of current legislation and guidance and mindful of legislative changes that may impact on social care provision.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Excellent interpersonal skills both in writing and face to face.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Familiarity with using information technology and an ability to utilise effectively.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Knowledge and ability to implement safeguarding practice at the minimum level of investigation and management of complex cases.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>A resilience and competence to work within a responsive environment and ability to prioritise your own and others work.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Understand the values and principles underpinning Inclusion, Autonomy and Empowerment.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Work as part of Social Care and Multi Agency teams and be committed to such an approach.</li> </ul>	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> <li>Ability to implement change to improve and develop services.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>An awareness and experience of the current agenda for integrated working. To work as part of multi-Agency service and deliver integrated outcomes effectively.</li> </ul>	Essential	A, I

Other factors:

An ability to travel about the county as required to fulfil the duties of the post.

To be prepared to be based in any locality due to operational demands.

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and





**Herefordshire  
Council**

results. Proactively contributing to the achievement of your own, the team and



**Spirit of  
Herefordshire**

*A place to Live, Work & Thrive*

council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions.

Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

