



Reference Number: FOI-101004663851

Response provided under: Freedom of Information Act 2000

Request and Response:

1. Would you kindly provide some further information about Social Care within Cornwall, specifically Adult Social Care including:

a. the scope of social workers

Social workers support people who have care and support needs and also protect from abuse and neglect in order to have a positive impact on people's lives, families and communities. They are required to have the knowledge, skills and experience to practise lawfully, safely and effectively, ensuring that they do not pose any danger to the public or themselves (a copy of Social Worker Role Profile is attached for easy reference).

Social work is a regulated profession. Social Work England (effective from 1st Dec 2019, previously by HCPC - Health & Care Professions Council) a specialist body taking a new approach to regulating social workers so that people receive the best possible support whenever they might need it in life. Social workers are expected to meet the Professional Standards which are specialist to the social work profession and are underpinned by guidance. (Further details can be found on <https://www.hcpc-uk.org/standards/standards-of-proficiency/social-workers-in-england/> and <https://socialworkengland.org.uk/professional-standards/>).

b. how many operate in the County and

There are up to 130 full time equivalent social worker positions in Adult Social Care.

c. what additional support is available to people.

Adult Social Care advice and support is available on the Support in Cornwall website:

<https://www.supportincornwall.org.uk/kb5/cornwall/directory/adult.page?adultchannel=0>

The Cornwall Link is the go-to website to find further information on groups, activities and other opportunities in local communities available at www.cornwall-link.co.uk or by calling the Helpline on 01872 266383.

Information provided by: Adult Social Care

Date of response: 15 November 2019

Role profile

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|--------------------------------|--------------------------------------|
| Role title | Social Worker |
| Corporate directorate | Adult Social Care |
| Service | Adult Care & Support |
| Grade | I/J |
| Reports to (role title) | Team Manager/Principal Social Worker |
| Version | 1.1 |
| JE code | 8002 |

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| Approving manager | Ann Smith |
| Date | October 2018 |

If you would like this information in another format please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

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Role purpose

Under the leadership and management of the Team Manager/Principal Social Worker to provide a statutory social work service to adults with health and social care needs achieving high quality, timely and person-centred needs assessments that will reflect the needs and risks to the individual, analysis, care planning, intervention and review appropriate to the work of the team or service unit.

Social workers are required to work collaboratively with colleagues from different teams, disciplines and partner organisations in order to provide a seamless service to individuals/families/carers. They will work in partnership to work with individuals facing complex social and family crisis across a range of settings, promoting autonomy and development with individuals who have complex needs and are more vulnerable to exclusion; and work with communities, individuals and families to promote their personal strengths.

Social workers are to work at the required level of professional competence as detailed in Adult Social Care practice standards and quality assurance framework and in line with the national Professional Capabilities Framework (PCF) for Social Work. The Social Worker will ensure they maintain and improve their knowledge and skills and contribute to the learning and development of other members of the team.

As representatives of Education Health & Social Care (EHSC) Directorate, behaviour and conduct should be professional at all times, reflecting the values of the department and the council.

Dimensions

Annual financial accountability

Oversight of costs in terms of finance and resource relating to each case that is allocated but no overall budgetary responsibility.

Management accountability

No formal direct line management accountability but it is a requirement of the role to provide supervision, mentoring and support to Case Co-ordinators, vocationally qualified student social workers and newly qualified Social Workers (NOSW's).

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- The Social Worker will be required to maintain their knowledge regarding social policy and social work practice and work within the appropriate legislative context; to be responsible for undertaking all social work tasks within Government and departmental prescribed timescales and standards, ensuring the welfare of the adult is paramount at all times
- To actively promote self-learning to ensure professional development and provide high quality practice in line with Professional Capability Framework (PCF); actively contribute to appropriate supervision, appraisal and development opportunities, observing the requirements of the HCPC
- To work with other team members and multi-disciplinary team members from

other agencies to meet the needs of vulnerable adults, operating as an effective member of the operational team

- To ensure the views and wishes of individuals and carers are given appropriate consideration and are central to all decision making
- To act to protect adults in need of support services in line with legal requirements and EHSC procedures and to ensure that all aspects of the councils safeguarding policies are observed
- To act within a framework which promotes independence, prevention, re-ablement and self-determination; facilitating effective communication with families, carers, individuals and other agencies
- To provide professional supervision, mentoring and support for less experienced colleagues to increase the overall capability and capacity of the team
- Work within the Council's budgetary framework and have understanding with regard to Local Authority legal limits and negotiation with Continuing Health Care and other streams of funding
- To act within the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, Equality & Diversity.

Social Workers are employed across I/J/K grade and progression is based upon knowledge and skills, experience, qualification and performance.

Evidence of capabilities should also be in line with the Professional Capabilities Framework (PCF) which can be viewed in full at

<https://www.basw.co.uk/pcf/capabilities/> Progression between levels is determined by people's abilities to manage issues such as complexity, risk and responsibility in a range of professional settings.

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| NQSW | I grade |
| ASYE | I grade |
| Social Worker | I grade |
| Experienced Social Worker | J grade |
| Advanced Level Social Worker | K grade |

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with council policy and procedures.

Key objectives

- To ensure that service users, carers and families are fully involved in the process of assessment and support planning; their views are taken into account, appropriately recorded and are central to decision making
- To ensure that within an allocated caseload statutory timescales for assessment of need are met; that performance targets are adhered to and that there is a seamless transition between teams
- To actively participate in the performance management system including supervision, team meetings, service area meetings and to contribute to the development of the service plan
- Promote care and support solutions which maximise the use of informal support and the local community, utilising 'Living Well' principles.
- Promote Direct Payments as an option for meeting care needs for all relevant clients and carers at assessment and review.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

| Behaviours | Recruitment and selection |
|--|----------------------------------|
| <p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none">• You deliver exceptional customer service – you understand and are attentive to the needs of your customers• You listen to the views of others and seek them out• You support and show consideration for others• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others• You are committed to the protection and safeguarding of children, young people and vulnerable adults• You share information and expertise with others• You are honest, you respect and you build relationships of trust• You share your achievements and acknowledge the achievements of others | <p>Interview Assessment</p> |

| | |
|--|-----------------------------|
| <p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers | <p>Interview Assessment</p> |
| <p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers | <p>Interview Assessment</p> |
| <p>Engaging leadership</p> <p>You create a healthy and engaging working environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.</p> <ul style="list-style-type: none"> • You give clear direction, you delegate appropriately and you provide a supportive environment in which team members can learn, grow and take responsibility • You take opportunities to influence and contribute to strategic planning and development • You help your team to understand how their work contributes to delivering the Customer Service Promise and what the Council is trying to achieve • You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome | |

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| <ul style="list-style-type: none"> You take time to understand the strengths of your team and you encourage and support their development You coach your team to fulfil their potential and recognise individual and team achievements You identify and effectively address your responsibilities for customers, people, finance, performance and change management | |
|--|--|

| Knowledge, skills & experience | Recruitment and selection |
|---|---|
| Recognised relevant professional social work qualification with HCPC registration | Application Form |
| Prepared to complete Post Qualification & Core training | Interview |
| Expert knowledge and experience of relevant legislation, policy and principles, including Social Care and Human Rights legislation and Person Centred Practice | Application Form Interview Assessment |
| Professional expertise and demonstrable experience in social work with adults in need of support services and their families, or if a newly qualified worker a demonstrable commitment to adult social work and this is reflected in either past experience or in the student placements undertaken | Application Form Interview |
| A good working knowledge and ability to use information technology and related operational systems | Interview Assessment |
| Ability to undertake complex assessments of need, risks, strengths, produce analysis and translate into a coherent plan and outcome <ul style="list-style-type: none"> - Demonstrable skills in record keeping. - Demonstrable skills in analysis of information - Demonstrable presentation skills (referring to the presentation in either panel of court or meeting etc.) - Understanding of the management structure and accountability levels within a statutory Social Care organisation. | Application Form Interview |
| Track record of and transferable insights into good practice in customer service, financial and people management | Application Form Interview |
| Proficient at dealing with challenging behaviours and delivering difficult messages | Application Form Interview |
| Enhanced interviewing skills with an ability to gather information in difficult situations such as family conflict and dementia | Interview Assessment |
| Proficient in negotiating skills to ensure the best possible support packages both in the community and in a residential setting | Interview Assessment |

| Other requirements | Recruitment and selection |
|---|----------------------------------|
| This position is subject to a criminal records disclosure check | YES |
| This is a politically restricted position | NO |

The normal duties of the role may involve travel on a regular or occasional basis. It is a condition of employment that you can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable you will be required to provide a suitable vehicle

Application Form