

## Role profile

<b>Job Title:</b>	Senior Social Work	<b>Grade:</b>	11
<b>Department:</b>	Hospital Team	<b>Post no.:</b>	31763
<b>Directorate:</b>	ILS Team/ Older Adult	<b>Location:</b>	Percival House

<b>Role reports to:</b>	Team Manager
<b>Direct reports:</b>	Support Workers where applicable, students, ASYE, ASCA
<b>Indirect reports:</b>	-

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

- To work as a part of a multi-disciplinary team and in partnership with health, housing and other statutory and voluntary agencies in order to provide consistent, timely, quality and financially sustainable social work services to adults, their carers and their families.
- To undertake work with challenging cases, providing an exemplary service in line with statutory requirements and departmental priorities, improving outcomes for adults, their carers and their families.
- To demonstrate effective practice in the most complex situations, utilising strength-based assessments and managing higher levels of risk, striking a balance between support and control, liaising with a wide range of professionals within multi-disciplinary teams, including more senior levels.
- To supervise and manage complex caseloads and offer opinion, support and professional wisdom within the organisation and to others.
- To participate in the management of the duty system, as required.

### Key accountabilities

- Manage flow within allocated hospitals, including allocating cases and overseeing workload distribution.

- Provide formal supervision, mentoring, and professional guidance to Social Workers, supporting development and improving practice standards.
- Undertake complex strength-based assessments and make sound analytical judgements in collaboration with health partners and external agencies.
- Ensure high-quality, timely, and accurate case recording, with strong working knowledge of Mosaic.
- Provide information, advice, and professional decision-making support on complex cases.
- Support consistent, lawful, and proportionate practice in line with legislation and local procedures.
- Work collaboratively with health colleagues, partner agencies, and community resources to achieve positive outcomes for adults.
- Working collaboratively with management to support service flow while effectively balancing competing managerial responsibilities.
- Contribute to service development, quality assurance, and continuous improvement.
- Total adherence to Ealing's core values.
- Undertake complex strength-based assessments and make sound analytical judgements in collaboration with health partners and external agencies.

This role includes formal supervisory responsibilities and contributes to both operational delivery and practice development across the team.

### **Key performance indicators**

- An excellent knowledge and clear understanding of all relevant current legislation, regulations and guidance.
- All cases are handled to the highest professional standard and within the legal, ethical boundaries of the profession. Cases to be managed as expediently as possible ensuring the best outcomes for the client, their carers and their families.
- Evidence of continuous professional development and personal contribution to the learning culture.
- Achievement of performance targets as set out in corporate, service, team and individual plans.
- Evidence of personal development as Practice Educator including feedback from student social workers, in their final year, ASYE or any relevant supervisory role.
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### **Key relationships (internal and external)**

- All teams and services within the council
- All teams and services within Adults Services
- Legal department
- Police
- Health
- Voluntary Services

- Social Care Training & Development
- Housing
- Other relevant organisations and agencies

### **Authority level**

- Supervisory responsibility for social work students and Support Workers, where applicable.
- Contributes to the development of professional best practice.

### **Additional Requirements**

- Any other duties appropriate to the post and grade.

## **Person specification**

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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**Please ensure you address \*\* in your supporting statement**

### **Essential knowledge, skills and abilities**

1. \*\*A systematic understanding, knowledge and a critical awareness of current problems and new insights, including those at the forefront of social work thinking relating to adults.
2. \*\*Ability to show originality in the application of knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the discipline.
3. Knowledge of the availability and delivery of services to adults, their carers and their families within a multi-agency setting and the current issues and legislation affecting them.
4. Ability to analyse risk relating to the safeguarding of adults and plan appropriate interventions.
- 5.
6. Excellent communication, interpersonal and presentation skills to enable meaningful dialogue with adults, families, carers, multi-agency professionals

and networks, internal and external departments as well as colleagues within other local authorities, often in highly charged, complex and challenging circumstances.

7. Ability to write coherent, comprehensive, accurate and analytical records, service agreements and reports.
8. \*\*Ability to work autonomously, whilst maintaining accountability and using line management supervision appropriately.
9. A thorough understanding of the needs of adults and the ability to plan, implement and review plans to keep adults safe, in partnership with carers, families and multi-disciplinary professionals.
10. \*\*Ability to provide high quality, reflective, analytical and evidence-based supervision to develop social work students to the highest professional standards.
11. Ability to prioritise work, exercise initiative and use personal authority appropriately.
12. Ability to embrace diversity in service delivery and evaluation and ability to practice within the legal and ethical boundaries of the social work profession.
13. Knowledge of relevant legislation and regulations, governmental policy and guidelines relating to adults.
14. Knowledge of safeguarding, protection and social work issues especially in relation to working in a multi-cultural community.
15. \*\*Ability to use IT systems and software packages to maintain accurate and comprehensive work records and to analyse management information.
16. Ability to respect confidentiality and the dignity of others at all times.

### **Essential qualification(s) and experience**

- Professional social work qualification: CQSW, DipSW, CCETSW approved equivalent, social work degree.

- Social Work England, Social Worker registration.
- Enabling Others Certification/Practice Educator Framework – Stage 1.
- Post qualification experience of working in Hospital and adults' social care setting.
- Experience of dealing with complex safeguarding issues relating to adults.
- Experience of supervising the work performance of others.
- A proven track record of consistently high standards of practice and evidence of ability to take on the most complex and challenging cases.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>