



Role Profile

Social Care Practitioner

Adult Social Care

People Directorate

Role Profile: Social Care Practitioner	Role Profile Number: SBC_12392
Directorate: Adults	Reporting to: Advanced Social Work Lead
Grade: CFL 8	Date Prepared: August 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

Under the supervision of a Registered Social Worker, you will work alongside other professionals to support adults who may have a physical disability, a learning disability, autism, dementia, mental health issues / substance misuse issues and may be experiencing social, emotional and practical challenges in managing their daily lives.

You will provide people with advice and information about resources and services available in their community to maximise their health, wellbeing and independence.

On behalf of the Council, you will undertake assessments for adults and carers and determine eligibility for funded support via a personal budget to meet identified needs. You will develop and review person centred care and support plans to meet the needs and outcomes identified by the assessment. You will work creatively with carers to support them in their caring role. Where necessary you will take appropriate actions to address immediate needs and risk to respond to those individuals who are in crisis. You will also facilitate discharge arrangements from hospital and intermediate care services.

As a Social Care Practitioner you will be expected to work closely with other community services and teams including GP's, Community Matrons, District Nurses, Occupational Therapists, Housing, Live Well.

Key responsibilities and accountabilities:

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- To participate in a duty system following up incoming queries to the team and, where appropriate, to act as the first point of response
- To gather information about an individual's presenting circumstances, identify any immediate risks and plan actions and interventions accordingly
- Using a strengths-based model to support individuals to develop systems of support and to utilise resources and services in their own community by providing appropriate advice and information
- To act as a 'trusted assessor' in order to provide basic equipment and tech enabled care to promote the individual's independence and ability to self-care
- Undertake Care Act and Carers' Assessments to determine eligibility for funded social care support
- Undertake Mental Capacity assessments and, where appropriate, complete Best Interests Decisions in accordance with the Mental Capacity Act 2005
- To identify where adults may be at risk and to act in accordance with the Department's safeguarding policies and procedures.
- To act as a co-worker under the direction of a qualified colleague to undertake clearly defined elements of work where this is likely to produce the best outcome for the individual

- Establish indicative personal budgets to develop person-centred care and support plans in line with agreed procedures
- Complete Continuing Healthcare Care (CHC) checklists and support with the Decision Support Tool
- Commission care and support as appropriate from approved providers, using agreed procedures and processes
- Promote the use of Direct Payments to meet identified needs
- Monitor the quality of care provided and review care and support plans in the community and residential and nursing home placements
- Maintain close links with other services and professionals and attend MDT meetings as required in order to meet the assessed needs of individuals
- To maintain a caseload and to discuss with managers any instances where the complexity of work maybe exceeding the remit of the role
- To assist with the induction of new staff as required
- To keep accurate and timely records and reports

Supplementary Accountabilities

- To carry out duties in accordance with Swindon Borough Council policies and procedures and Code of Conduct
- To support the team in its delivery of performance targets and standards

Managerial

- N/A

Professional

- Work in collaborative partnerships with colleagues from the council, health and other stakeholders within the voluntary and community sector that promote well-being, social inclusion and resilience.
- Ensuring a strong commitment to anti-discriminatory and oppressive practice.
- Participate in and, where appropriate, chair meetings of internal / external partners and other agencies, Best Interest decision maker, or facilitation of this, CHC joint decision-making panels, etc.
- Able to communicate effectively with people at all levels with positive and person- centred approaches, including via written reports.

Decision making

- Undertake assessments of individuals circumstances and issues to determine intervention or referral to the appropriate service
- Ensure appropriate care and support plans are developed and that considerations are made to the cost effectiveness of these plans

- Make evidenced based decisions to support assessment and care and support planning
- Ensure safeguarding and quality concerns are acted upon in line with policy, procedure and process

Creativity and innovation

- Identify areas where improvements could be made within own role
- Plan and implement interventions and actions for allocated cases. Monitor and review cases and undertake less complex casework
- Assist in more complex cases under supervision or, where appropriate, shadowing experienced colleagues

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• A relevant qualification e.g. NVQ3 in Health or Social Care or equivalent • Good level of general IT skills and the ability to use or to be trained in the use case management systems i.e. Liquid Logic	E E
Knowledge and Experience:	
• To have relevant experience of working with people in need of care or support • To have an in-depth understanding of the needs of older people, and all adults living with disabilities • To have a good understanding of the role and needs of informal carers • To have developed a knowledge and understanding of working within the Care Act 2014 and Mental Capacity Act 2005	D D D D

• To demonstrate the ability to undertake assessments, identify needs/ risks and produce support plans	D
• To have knowledge of Safeguarding Adults and related policies and procedures	D
• To have a good understanding of issues relating to discrimination and inequality	D
Aptitudes, Skills and Competencies:	
• To possess good communication skills both orally and written, in order to communicate effectively with a full cross-section of people	E
• To form good working relationships with colleagues and other agencies	E
• To plan and prioritise own workload	E
• To be able to work effectively using own initiative, as well as following directions	E
• To recognise the need for accountability and responsibility in relation to the role	E
• Ability to recognise own limitations and seek advice when needed, making use of formal and informal supervision	E
Special Conditions of Recruitment:	
<i>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service (DBS).</i>	E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

