

Job Description

For Social Care Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Mental Health Family Support Worker	JEID	SW01B Social Care Worker Level 1b
Salary Grade:	Grade H		
Team:	Bedworth & Warwickshire Children's Team or Nuneaton Children's Team		
Service Area:	People Group		
Primary Location:	Hilary Road, Nuneaton		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leader		
Responsible for:	Own practice		

Role Purpose

To form part of our new Multidisciplinary Children's Team to deliver a whole family approach in line with our Restorative values. This will support us to safely reduce the number of children requiring support under Child Protection, Child in Need or foster care.

This specific role is for a Mental Health Family Support Worker. You will be working with the whole family in a restorative way to support adults experiencing challenges around their Mental Health. This will include providing intensive outreach support on a 1:1 basis with families. You will develop strong relationships to support families to help themselves, empowering families to make their own decisions and actively engage in plans and support. To maintain strong links with Community Mental Health Services and Adult Mental Health Teams.

As part of our commitment to different ways of working, all members of staff within the Multidisciplinary Children's Team will be trained in Advanced Motivational Interviewing skills.

Role Responsibilities

- To work within a Multidisciplinary Children's Team to implement practical and emotional support, promoting a strong culture of collaboration built through joint working and a shared vision in supporting children and families.
- Delivery of direct work with the whole family through their plans of support to ensure our focus is the voice of the child.
- Robust management of the plan of work with the family, reviewing this in a timely manner to prevent drift and escalation of concerns.
- Collaborate with the Children's Team and other statutory, voluntary and independent sector agencies to provide a community-focused service to people with mental health challenges.
- Provide individual outreach and family support to help families develop effective strategies for positive mental health, with a 'whole family approach'.
- Work with the wider family in order to develop a robust support network.
- Support families to engage in primary mental health services and, if needed, to access community mental health teams.
- Work collaboratively with the Children's Social Workers in respect of their statutory responsibilities and support them to complete assessments where parental mental health challenges.
- Attend key Children and Family Meetings, such as Child in Need Reviews, Core Groups and Child Protection Conferences.
- Undertake duties that the County Council shall from time to time require which are consistent with the nature and grading of the post

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Social Care Worker – Level 1a
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Main Tasks

- Contributes to the social care service received by individuals, families and groups by undertaking case direct work with individuals and families, and contributing to the assessment and support planning processes. All work to be carried out in an anti-discriminatory manner, promoting choice, independence and the rights of customers.
- Provides a flexible range of interventions and support to individuals and their families to help to prevent crises and family breakdown and promote mental health recovery.
- Practices accountably, within the prevailing legislative framework and Council policies and procedures, under the supervision of the line manager.
- With appropriate supervision and support, works with adults and families with more complex needs to assist them in achieving outcomes.
- Working alongside colleagues, assesses referrals and designs plans for action, and interventions.
- Assists accountable case holders in ongoing adult safeguarding /child protection cases, with close supervision, attending planning meetings, case conferences and reviews as required.
- Arranges the delivery and monitors the effectiveness of packages of support to meet people's identified needs where appropriate or assists a more senior professionally affiliated worker to do this where this is more suitable.
- Works collaboratively with individuals, families, carers, communities, colleagues and other agencies.
- Ensures that all recording of social care activity is carried out in accordance with policy and procedures.
- Attends appropriate continuous professional development activities as are required and suitable, in agreement with the line manager.
- Can be available to work within any of the Council's localities.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Good literacy and numeracy skills	A,I,T
To be able to independently interpret and analyse information and facts to solve varied problems	A,I,T
The ability to demonstrate caring skills to meet the welfare needs of our clients, some of whom will have particularly demanding needs and to be able to advise and guide our clients to enable them to solve particular problems	A,I,T
To be able to undertake routine assessment of needs, support planning, monitoring and review for and in partnership with clients and carers	A,I,T
To be able to use own initiative to respond independently to problems and unexpected situations as established in supervision	A,I,T
The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands	A,I
The ability and experience to cope with significant emotional demands, caused by contact with clients who are seriously disadvantaged in some way	A,I
Ability to work well with colleagues, including managers, as a member of a team	A,I
Mobility essential. Able-bodied applicants must be able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary.	A,I,D
To be able to operate a keyboard, our client database systems and employ basic computer knowledge and skills	A,I
Ability to communicate fluently, in writing and verbally, with a wide range of people	A,I
Satisfactory check through the Disclosure and Barring Service	D

Desirable criteria

Experience of working within a multi-disciplinary team	A,I
Good understanding of mental health legislation, safeguarding and community care policy as it relates to people with mental health needs	A,I
Personal qualities that contribute to the team's performance	A,I
Good administrative skills, including the ability to use a computerised records system	A,I
Experience in Children's Safeguarding	A,I
12 months experience of working within a community mental health setting	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, maneuvering, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibers)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	