

# 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 Social Worker: Community Connections	JEID	SW003
Salary Grade:	Grade K		
Team:	Mental Health Management Team		
Service Area:	Mental Health		
Primary Location:	County wide		
Political Restriction	This position is not politically restricted.		
Responsible to:	AMHP Team Leader		
Responsible for:	2.5 x Community Connections Worker		

#### Role Purpose

This role is an integral part of our commitment to develop innovative ways of responding to people who face crises of social origin. It will entail providing a new direct social work and social interventions service to people with mental health and social needs presenting in crisis. You will work with individuals to empower them to make their own decisions and to more effectively problem solve. You will actively support people to develop their community networks and build resilience. The role entails maintaining strong links with a range of mental health teams and external agencies.

You will also be responsible for providing support and supervision to 2.5 Mental Health Community Connections Support Workers, who will work with lower levels of complexity.

#### Role Responsibilities

To be a central part of a newly developed social interventions 'alternative to crisis' project, which sits under the umbrella of a wider multi -disciplinary Crisis Plus Service. You will undertake direct social work with individuals who come into contact with crisis mental health services and other agencies. Through the provision of a range of strengths-based, community-focused interventions, individuals will

be supported to find lasting solutions to the difficulties which lead to their frequent contact with crisis mental health services.

The role will entail working closely alongside the following services and teams:

- Mental Health Access Hubs
- Home Treatment Teams
- Crisis Intensive Outreach Team
- AMHPs
- AMHAT
- Street Triage

The support and interventions provided will be underpinned by a philosophy of recovery, social inclusion, and connecting people to their local communities.

To provide a direct social work service to people experiencing a range of difficulties, who would benefit from enhanced social support for the duration of their crisis. This may be for individuals currently receiving a secondary mental health service e.g Home Treatment, or for people who do not normally meet the criteria to access secondary services. A multi-disciplinary team will have an oversight of all individuals being worked with.

For people with needs of a lower level of complexity, to arrange appropriate support from a Mental Health Community Connections Practitioner. The aim of this support will be to enable individuals to engage in community resources and services to help them resolve their social crisis.

To provide oversight, guidance and supervision for the work of the Community Connections Support Workers.

Collaborate with other statutory, voluntary and independent sector agencies to provide a community-focused service to people with mental health difficulties experiencing crisis.

Maintain strong links with other parts of the Crisis Plus Service and Wawickshire's AMHP Service.

Receive and fully participate in regular supervision from the designated Team Leader.

Ensure that Health and Safety responsibilities are carried out in accordance with the Department's health and safety policy and procedures

Ensure that all recording of social work activity is carried out in accordance with policy and procedures and with due regard to data protection and confidentiality.

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:	Mental Health Social Worker: Community Connections
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### Main Tasks

- To provide an outcome focused social work service in line with Social Work England's Standards
- To work within a legislative frameworks and the local authority's policies and procedures in providing a social work service to adults with mental health needs
- To provide a social work service, to a high professional standard, for individuals, families and groups in an anti-discriminatory manner.
- To practice social work accountably, within the prevailing legislative framework and Council policies and procedures, and under the supervision of the line manager.
- To manage a mixed case load, including a significant number of the more challenging cases that involve vulnerable people with complex problems.
- To assess referrals and designs plans for action, liaising with colleagues and other agencies as appropriate.
- To arrange the delivery and monitors the effectiveness of packages of support to meet people's identified needs.
- To work collaboratively with individuals, families, carers, communities, colleagues and other agencies.
- To undertake safeguarding investigations, with suitable supervision, attending planning meetings, case conferences and reviews as required and performs a key working role where appropriate.
- To ensure that all recording of social work activity is carried out in accordance with policy and procedures.
- To attend appropriate continuous professional development activities as are required and suitable, in agreement with the line manager and contributes to the professional development of colleagues, for example, through mentoring, practice assessing and in being 'team champion' for specific areas of practice.
- Can be available to work within any of the Council's localities.

### Enhanced tasks

- To undertake work with individuals with more complex needs, which require the development of skilled interventions.
- Whilst dealing with more vulnerable individuals, and challenging situations, it is likely that there will be regular intense emotional demands.
- Contribute to the professional development of colleagues, including students and support workers which will include the allocation and checking of work.

## 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:

Professional Social Work qualification and current registration as a social worker with the Social Work England (SWE)	A, I, D
The ability to independently interpret and analyse varied and complex information or situations and to produce solutions	A, I, T
The ability to identify and respond to needs of customers which may be difficult to satisfy, using enabling approaches whenever possible	A, I
The ability to undertake assessment of complex needs and develop, monitor and review appropriate programmes of care and support, involving multi-agency delivery, for and in partnership with customers and carers.	A, I
The ability to act on behalf of the Council as an advocate in a formal setting	A, I
The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role, as agreed in supervision	A, I
The ability to work under a very high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands	A, I, T
The ability and experience to cope with intense emotional demands arising from the nature of the service user group	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, T
Evidence of the development of post qualifying expertise, demonstrated by the attainment of: PQ1/PQ consolidation module qualification and satisfactory completion of the NQSW and EPD competency programme or in-house KSF programme level 2	
Agreement to taking on the full responsibilities as set out in the main tasks for a Level 3 Social Worker	A, I
Satisfactory check through the Disclosure and Barring Service	D

## 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, manoeuvring, 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"/> <b>Lone working on a regular basis</b>	<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"/> <b>Significant use of computers (display screen equipment)</b>	<input type="checkbox"/> <b>Work with vulnerable children or vulnerable adults</b>
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> <b>Working with challenging behaviours</b>
<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, fibres)
<input type="checkbox"/> Work requiring respirators or masks	Work with vibrating tools/ machinery
Work involving food handling	Work with waste, refuse
Potential exposure to blood or bodily fluids	<b>Face-to-face contact with members of the public</b>
Other (please specify):	

