

## Job Description

<b>Directorate:</b>		<b>Social Services</b>	
<b>Service Area &amp; Section:</b>		Adult Services	
<b>Unit Manager:</b>		Team Leader	
<b>Post Title:</b>		Social Worker	
<b>Job Family &amp; Role Profile:</b>		SCW45A & SCW50A	
<b>Post No:</b>	SS.66096-V2	<b>Grade</b>	Grade 8 (Newly Qualified) & Grade 9

<b>Summary of Role</b>	
<b>Reporting to:</b>	Team Manager
<b>Purpose of the Post:</b>	<ol style="list-style-type: none"> <li>1. To be an integral member of an assessment and care management team for adults aiming to provide a comprehensive assessment and case management service and to promote the highest standards of professional practice.</li> <li>2. To enable optimal outcomes which promote social welfare and inclusion for individuals, families, groups and communities.</li> <li>3. To contribute to inter-agency working by: <ul style="list-style-type: none"> <li>➤ Developing working relationships and sharing information.</li> <li>➤ Supporting the co-ordination of services for individual cases.</li> <li>➤ Developing knowledge of local arrangements, services and sources of advice for supporting and safeguarding adults.</li> <li>➤ Undertaking specified tasks together with other agencies.</li> </ul> </li> </ol>
<b>The post holder is responsible for the following:</b>	<ol style="list-style-type: none"> <li>1. To fulfil statutory responsibilities and apply the professional values, ethics, knowledge and skills of social work practice.</li> <li>2. Work with individuals, families, groups and communities to assess their needs and circumstances.</li> <li>3. Support individuals by respecting their needs, views and circumstances.</li> <li>4. Assess risk to individuals, families, groups, communities and take appropriate action to minimise such risk. Using a Collaborative Communication framework and solution focussed approach to practice.</li> <li>5. Manage and be accountable (with supervision and support) for your own social work practice within your organisation.</li> <li>6. Reflect on and continue to develop your professional practice.</li> <li>7. Plan and implement care.</li> <li>8. Promote non-abusive and non-aggressive behaviour.</li> </ol>

	<ol style="list-style-type: none"> <li>9. To maximise the participation of service users, carers and advocates to ensure that the individual service user is central to the care planning process.</li> <li>10. To work in partnership with other agencies and workers to plan, develop and deliver co-ordinated services for Users and Carers.</li> <li>11. To plan and co-ordinate packages of care which promote independence and enable service users to maximise their potential within their own communities.</li> <li>12. To promote the protection of vulnerable people whilst respecting an individual's right to undertake acceptable risks within their everyday lives.</li> <li>13. Within overall service delivery contracts, to monitor and evaluate service provision in meeting individuals identified needs and circumstances.</li> <li>14. To fulfil the role of Care Co-ordinator in relation to care planning.</li> <li>15. To undertake all necessary duties as a Social Worker as laid down in relevant legislation (e.g. Social Services and Well-Being (Wales) Act 2014 and Mental Health Act 1983).</li> <li>16. To accept the direction /supervision of the Team Leader /Senior Practitioner.</li> <li>17. To develop and maintain links with fellow professionals and others to promote the service.</li> <li>18. To ensure that case recording is kept updated and that administrative procedures are followed.</li> <li>19. To promote excellence and highlight shortfall in service provision.</li> <li>20. To participate in individual reviews, planning meetings and other forums to ensure that appropriate services are provided.</li> <li>21. To undertake training appropriate to the post.</li> <li>22. To promote and implement policies and procedures of the Authority and Directorate and contribute to their development.</li> <li>23. To assist in initiatives, e.g. Performance Management and Appraisal, Continuous Professional Development, etc.</li> <li>24. The post is exempt from the Rehabilitation of Offenders Act, 1974 and you must therefore make a true disclosure of all criminal convictions made against you.</li> </ol>
<p><b>Job Working Circumstances</b></p> <p>The post holder will be</p>	<ol style="list-style-type: none"> <li>1. Office based but will be required to travel to other locations both within and outside the boundary of the City &amp; County of Swansea.</li> <li>2. Expected to have considerable PC use on a daily basis</li> <li>3. Expected to work in a flexible manner across tasks and locations across the Council.</li> <li>4. Expected to deal with sensitive/emotive issues, challenging behaviour and difficult situations.</li> <li>5. May be required to provide assistance at times of major incidents and local emergencies in accordance with the Social Services Emergency Plan.</li> <li>6. Required to work in an unpredictable work environment – may involve visiting people in their homes.</li> <li>7. Involved in isolated working outside core hours.</li> <li>8. Will work with clients and client groups and which may include vulnerable users.</li> </ol>

## Person Specification

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<b>Post No:</b>	SS.66096-V2	<b>Grade</b>	Grade 8 (Newly Qualified) & Grade 9

<b>Role Criteria No.1</b>	<b>Education, Qualifications &amp; Training</b>
<b>Essential</b>	Professional Qualification in Social Work.
<b>Desirable</b>	
<b>Evidence</b>	All certificates to be provided at interview for validation.
<b>Role Criteria No.2</b>	<b>Skills /Technical / Professional Competence</b>
<b>Essential</b>	<p>Candidates must have a high level of technical competence in the areas specified in the Job Description.</p> <ul style="list-style-type: none"> <li>• IT Competent</li> <li>• Must be registered with the Social Care Wales</li> <li>• A commitment to continuing professional development.</li> </ul>
<b>Desirable</b>	Familiarity with relevant IT systems e.g. Oracle, Paris
<b>Evidence</b>	Valid certification and/or registration/CPD
<b>Role Criteria No.3</b>	<b>Experience</b>
<b>Essential</b>	<p>Experience of working in a multi-agency/inter disciplinary environment and knowledge of the functioning of the main agencies involved in this area of responsibility.</p> <ul style="list-style-type: none"> <li>• Knowledge &amp; experience of Adult Social Care Legislation and its application within the service.</li> <li>• Up to date relevant field social work practice experience</li> </ul>
<b>Evidence</b>	At interview, then in post
<b>Role Criteria No.4</b>	<b>Competencies &amp; Abilities</b>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• The ability to undertake Social Work duties and practice within legal, policy and procedural framework.</li> <li>• The ability to manage own Social Work practice within the organisation.</li> <li>• The ability to develop and maintain professional relationships within and outside the organisation.</li> <li>• The ability to develop self and be accountable for own practice within the Social Work role.</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to carry these out to fulfil statutory requirement and those that are non-statutory, e.g., additional duties carried out for the organisation.</li> <li>• Personal integrity of a high order (this post is exempt from the Rehabilitation of Offenders Act).</li> <li>• Knowledge of Information Technology and a commitment to developing the use in Social Work.</li> <li>• Good oral and written communication skills.</li> <li>• Must have an understanding and a commitment to the principle of confidentiality.</li> <li>• Must be capable of working as part of a team.</li> </ul>
<b>Desirable</b>	
<b>Evidence</b>	At interview, then in post
<b>Role Criteria No.5</b>	<b>Commitment to Equal Opportunities</b>
<b>Essential</b>	<p>Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and Swansea Council's Equal Opportunities Policy and Procedures.</p> <p>All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.</p>
<b>Desirable</b>	
<b>Evidence</b>	At interview, then in post
<b>Role Criteria No.6</b>	<b>Current Driving Licence</b>
<b>Essential</b>	<p>Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling</p>
<b>Desirable</b>	
<b>Evidence</b>	Evidence the post holder is appropriately insured for business purposes to be provided annually
<b>Role Criteria No. 7</b>	<b>Compulsory Requirements for Introducing Change and New Ways of Working</b>
<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Demonstrate commitment to the Council's new ways of working, providing a positive and supportive environment that initiates and enables innovative and sustainable working practices that deliver high quality services for our citizens.</li> <li>2. Embrace change through actively and flexibly participating in and adapting to new ways of working with our citizens, as agreed through formal consultation with Trades Unions and HR Policies and procedures</li> </ol>
<b>Desirable</b>	
<b>Evidence</b>	At interview, then in post
<b>Role Criteria No. 8</b>	<b>Other Requirement</b>
<b>Essential</b>	
<b>Desirable</b>	
<b>Evidence</b>	

<b>Health Surveillance and Monitoring:</b>	This post will require the post holder to take part in health surveillance and monitoring procedures.
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<b>Safeguarding:</b>	The Authority in line with the Corporate Safeguarding Policy is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to share this commitment. The
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	Authority expects all staff to undertake and keep up to date with mandatory safeguarding training for the both the protection of children and adults.
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<b>Welsh Language</b>
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The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this.

<b>Assessment of Posts</b>
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All posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.

<b>Requirements for this post</b> (See attached Welsh Language Skills Assessment)
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<b>Understanding</b>	Level: 1	<b>Speaking</b>	Level: 1
<b>Reading</b>	Level: 1	<b>Writing</b>	Level: 1
<b>Based on the above, requirement for this post is as follows:</b>			
<b>Essential</b>		<b>Desirable</b>	x
<b>To be learned</b>		<b>Not required</b>	

<b>Disclosure and Barring Service (DBS):</b>	<b>This post requires the postholder to have the level of DBS disclosure as indicated below:</b>		
	<b>Standard DBS Disclosure Application</b>	<b>Enhanced DBS Disclosure Application</b>	<b>No DBS Disclosure Application</b>
		x	

<b>Review/ Right to vary:</b>	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.
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<b>Sign off</b>			
<b>Line Manager:</b>		<b>Date:</b>	
<b>Post Holder:</b>		<b>Date:</b>	

## Welsh Language Skills Framework

Level 0			
No Welsh language requirement identified for the post – but all recruits should be aware of the corporate requirements of the Welsh language standards and completion of the Welsh language awareness course is advised.			
Understanding	Speaking	Reading	Writing
➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified
Level 1			
Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. Where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> <li>➤ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can pronounce place names and personal names correctly.</li> <li>➤ Can greet individuals face to face or over the telephone</li> <li>➤ Can open and close a conversation or open and close a meeting.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can open and close an e-mail or letter</li> <li>➤ Can write personal names, place names, job titles</li> <li>➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.</li> </ul>
Level 2			
Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> <li>➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel in general</li> <li>➤ Can understand when people ask you do something</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual</li> <li>➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can read short message and certain letters or e-mails, e.g. Those which make a request or ask you to pass on a message</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting</li> <li>➤ Can write a short letter or e-mail to arrange an appointment</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Can hold a short conversation with an individual or exchange relatively straightforward information</li> <li>➤ Can contribute to a meeting, but need to revert to English for specialist terms.</li> </ul>		
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**Level 3**

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

<b>Understanding</b>	<b>Speaking</b>	<b>Reading</b>	<b>Writing</b>
<ul style="list-style-type: none"> <li>➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar.</li> <li>➤ Can understand a discussion at a meeting if the subject is familiar.</li> <li>➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical.</li> <li>➤ Can hold a conversation with an individual or exchanging relatively straightforward information.</li> <li>➤ Can contribute to a meeting but need to revert to English for specialist terms.</li> <li>➤ Can adapt the style of language to suit the audience.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can understand most e-mail messages or letters concerning day to day work.</li> <li>➤ Can guess the meaning of a word based on context if the subject is familiar.</li> <li>➤ Can read a simple, straightforward article in a newspaper or magazine types of written material.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event.</li> <li>➤ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.</li> </ul>

**Level 4**

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. In meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

<b>Understanding</b>	<b>Speaking</b>	<b>Reading</b>	<b>Writing</b>
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<ul style="list-style-type: none"> <li>➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar.</li> <li>➤ Can understand differences in register and dialect.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can contribute effectively to internal and external meetings in a work context.</li> <li>➤ Can converse comfortably with individuals and exchange information as required.</li> <li>➤ Can argue for and against a specific case.</li> <li>➤ Can chair meetings and answer questions from the chair confidently.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can read most correspondence and scan long texts to find details.</li> <li>➤ Can understand most newspaper articles and reports with the aid of a dictionary.</li> <li>➤ Can understand novels and other texts, unless written in a very formal or colloquial form.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.</li> </ul>
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**Level 5**

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

<b>Understanding</b>	<b>Speaking</b>	<b>Reading</b>	<b>Writing</b>
<ul style="list-style-type: none"> <li>➤ Can follow all conversations and discussions with individuals or colleagues.</li> <li>➤ Can understand the ambiguity and nuance of language.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can express yourself fully in detail, even when discussing complex issues.</li> <li>➤ Can adapt the style and register of your language to suit the audience.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally.</li> <li>➤ Can read long texts to find relevant details and can understand most types of written material.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids.</li> <li>➤ Can write formal or informal Welsh as required.</li> <li>➤ Can write a range of documents accurately and with confidence.</li> </ul>

## **Disclosure and Barring Service (DBS) Disclosure Checks**

The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an online application form for the appropriate level of disclosure. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

The Authority actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Authority. It will depend on the nature of the position and the circumstances and background of the offence.

The Authority has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly.

The following information is available from the Service Centre Helpdesk, Room 323, The Guildhall, SWANSEA SA1 4PE; Telephone 01792 636098, email [servicecentrehelpdesk@swansea.gov.uk](mailto:servicecentrehelpdesk@swansea.gov.uk).

- DBS's Code of Practice;
- Authority's Policy on the Security of Confidential Disclosure information;
- Information on the Rehabilitation of Offenders Act 1974

Further information about the Disclosure Scheme is available at [www.homeoffice.gov.uk/agencies-public-bodies/dbs/](http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/).



## Corporate Plan

Delivering a successful and sustainable Swansea

### Our ambitions and commitments to residents – our well-being objectives

We have prioritised six well-being objectives. These are:

- **Safeguarding** people from harm – so that our citizens are free from harm and exploitation.
- Improving **Education & Skills** – so that everyone in Swansea gains the skills and qualifications they need to succeed in life.
- Transforming our **Economy & Infrastructure** – so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens.
- **Tackling Poverty** – so that every person in Swansea can achieve his or her potential.
- Maintaining and enhancing Swansea's **Natural Resources and Biodiversity** – so that we maintain and enhance biodiversity, reduce our carbon footprint, improve our knowledge and understanding of our natural environment and benefit health and well-being.
- **Transformation & Future Council** development – so that we and the services that we provide are sustainable and fit for the future.

### Our Values

Our plans will be built on three clear values which will guide the way that we work, how we develop as an organisation and our decision making through the years ahead.

#### ➤ **People Focus**

We will focus on community needs and outcomes and on improving the lives of the people who live and work in Swansea. We will also

respect, value and support our employees and demonstrate the highest standards of integrity.

➤ **Working Together**

We will promote a whole partnership approach, working across services to maximise resources and knowledge and joining forces with others outside the Council to ensure we prioritise our resources and get the best for our communities.

➤ **Innovation**

We will promote and support a culture of innovation. We will think and work differently to improve our ability to deliver and to meet the financial, demographic and societal challenges we face. We will share learning across the Council, as part of our Innovation Programme