

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Senior Case Management Social Worker	Grade:	SCP 35-37
Reports to (Designation):	Lead Operational Manager	Grade:	PO8
Directorate:	Adult Social Care & Health	Department	Adult Social Care

Main Purpose of the job:

The main purpose of this job is to work as a senior case management social worker with a caseload and supervisory responsibility for a group of staff within a large team managed by the operational manager. Risk management and safeguarding will be key parts of the role (including children's safeguarding where relevant); post holders will be expected to develop expertise in this area and offer advice to others. Post holders will also be expected to promote prevention and personalisation and adopt a strength-based approach in the management of all case work.

Summary of Responsibilities and Personal Duties:

- To work as part of a multi-agency team, ensuring integration and seamless delivery of services to service users and their carers.
- Ensure risk management and adult safeguarding is effectively embedded within practice and responded to appropriately. Be aware of any potential children's safeguarding concerns and liaise as appropriate with Children's Social Care Services taking into account children's safeguarding procedure.
- In personal professional practice (and that of supervised staff) promote an ethos of helping people help themselves or one another through initiatives to facilitate and support increased individual and community capacity. This includes utilising own resources, promoting social inclusion and community networks, reciprocal support and sustainable caring roles, through taking a strength-based approach to assessment.
- Maintain a strong focus on improved outcomes around independence and personalisation, including the promotion of enablement and linking the service user to community-based support services that enhance personal wellbeing.
- Promote the principles of self-directed support and outcome-based support planning, enabling service users and their carers to make choices about how their Personal Budget is managed and the services purchased to meet agreed outcomes.
- Manage own work and the work of others as delegated by the operational manager
- Act as "Safeguarding Adults Manager" in designated cases; ensuring that all aspects of the safeguarding process has been carried out and has been appropriately concluded.
- Carry out any assessments and service user reviews to a high standard and in a timely manner in accordance with procedures reflecting the needs and outcomes of the service user and carer.

- Ensuring personalisation and choice and control is embedded in practice
- Present cases to Vulnerable Adults panel for funding.
- Chair complex case reviews and safeguarding adults case conferences.

Supervision of staff

- To work within a performance management framework, using performance management information to improve service delivery.
- Offer professional supervision to social work staff on a regular basis, to be recorded and in line with the departments supervision policy
- Ensure that supervised staff are offered personal appraisals in line with Council Policy and are appropriately directed to training and CPD opportunities.
- Ensure that supervised staff are monitored in terms of their performance and conduct with any concerns being reported to the operational manager for advice on how to proceed.
- Working as directed by the operational manager, audit and review electronic case records on a regular basis to ensure practice standards are met/exceeded. Take remedial action as necessary.
- Working as directed by the operational manager respond as required to complaints regarding the service.

Partnership Working / Teamwork

- Promote joint working at a frontline level, working in a multi-disciplinary way with colleagues in other departments of the Council and in Health.
- Attend team meetings and foster a positive team working

General Duties

- Ensure adherence to legislation, guidance, procedure and policy – both in relation to safeguarding vulnerable adults (and children where relevant) and as an employee of the council.
- Ensure services are delivered in accordance with the Council's Equal Opportunities and Environmental Policies.
- Undertake any other duties commensurate with the level of the post. Maintain and update own technical knowledge and continuous professional development e.g. take a lead for specific area of practice across services.
- To deputise for the operational manager as required
- Maintain registration with the HCPC
- Adhere to both the Council's Code of Conduct and the HCPC Code of Practice at all times

Internal Contacts: These include

External Contacts: This will include

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO
MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Senior Case Management Social Worker

Grade: SCP 35-37

Department: Adult Social Care

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Knowledge	
Of the underpinning legislation for the provision of adult social care services to Vulnerable Adults / Younger Adults / People with Learning Disabilities	S
Of personalisation in Adult Social Care and central government guidance for self-directed support for disabled and older people	S
Knowledge of preventative and enablement approaches that improve independence	S
Knowledge of legislation relating to the social care needs and rights of people with no recourse to public funding	S
Knowledge of equality issues effecting the provision of adult services.	S
A good knowledge of adult safeguarding policy and procedure.	S
A good understanding of evidence based social work practice and its application with adult social care services.	S
A knowledge of approaches to risk management in social work and social care	S
An awareness of funding systems and eligibility criteria how they are applied.	S
Aptitude	
Able to work effectively on complex casework, securing positive outcomes for service users	
Able to supervise social workers, unqualified staff and students.	
Able to offer professional social work opinion based on an evidence-based rationale	
Able to identify risk within individual cases, or that affect a number of service users and apply robust risk management strategies in accordance with local procedures.	
Able to hold casework responsibility own cases and safeguarding adults manager lead in supervised casework.	

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Able to give advice to supervised staff and non-specialist staff about adult safeguarding casework	
Able in all matters financial in relation to service users and council budgets to follow local council procedures and any statutory requirements.	
Skills	(To Be Tested – T)
Skills can only be used as shortlisting criteria if the skill is to be tested	
Able to supervise the professional casework of a number of staff, to record supervision, management overview and offer feedback and advice	
Able to chair meetings and case conferences	
IT skills across a range of systems and tools e.g. social care client database, e-mail, internet-based programmes, word processing, financial database.	
Excellent writing skills in order to record casework and prepare complex reports	
Has good communication skills and is able to relate well to service users, families and other professionals.	
Experience	
Previous post qualification experience of working as a social worker, in particular work with adult service users.	S
Experience of working with service users who have complex needs that require frequent interventions to support their changing needs.	S
Significant experience working in the area of adult safeguarding and managing significant risk	S
Experience working with service users who are “difficult to reach” who have been socially excluded.	S
Experience working with service users and their families where there is an extensive breadth/depth of need and economic deprivation.	S
Experience of chairing meetings and handling interpersonal conflict	S
Experience of working with service users and advocates where the service user does not have mental capacity.	S
General Education	
PLEASE NOTE THAT IF QUALIFICATIONS ARE AN ESSENTIAL REQUIREMENT ORIGINAL CERTIFICATES ONLY WILL BE ACCEPTED, THESE WILL BE VERIFIED AT START OF APPOINTMENT.	
Qualified and Registered Social Worker	S
Personal Qualities	
Able to think and act clearly when working under considerable pressure.	
Commitment to underpinning ethical values of service delivery to vulnerable adults, and the principles of personalised social care provision	
Circumstances	
Able to attend occasional evening/ weekend meetings or appointments if required, and with reasonable notice.	
Postholder may be required to work public holidays and/or weekends.	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☐ **Standard** ☐ **Enhanced X**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)

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