

Senior Social Worker

JE Code: MKJECGSWA23



Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council

Service: Adult Social Care
Reports To: Service Manager / Team Manager / Deputy Team Manager
Job Family: Care and Welfare
Grade: H
Political Restricted: N
Date: June 2023

The Social Work progression scale has been implemented to support Social Workers at Milton Keynes City Council by providing a structured career pathway which focuses on Continuing Professional Development (CPD), and attitudes and values in line with the professional standards outlined by Social Work England (SWE). The progression scale applies to all non-management Social Work roles.

Progression point 4. Self-evaluation and development plan (review)- Senior Social Worker:

Key Deliverables

1.	Lead on cases involving cases of high risk and complexity which might involve the coordination of section 42 enquiries (Care Act 2014) and applications to the Court of Protection.
2.	Anticipate, assess, analyse and apply relevant legal frameworks to make considered judgements regarding situations where people may be at risk.
3.	Professional Curiosity- demonstrate critical reflection and creative practice in applying theory and research to explore situations beyond face value.
4.	Recognise the short and long-term impact of psychological, socio-economic, environmental and physiological factors on people's lives, taking into account age and development and how this informs practice.
5.	Effective Case Management - Balance the varying demands of a caseload, maintain accurate individual case records and ensure that all required reports are completed to agreed timescales.
6.	Expect and participate in reflective supervision by attending prepared with an agenda of cases for discussion. Apply oversight and guidance from supervision into working with people.
7.	Model best social work practice in relation to social justice, social inclusion and equality and diversity.
8.	Set an example to more junior colleagues in the application of strengths based approaches - Supporting individual's independence and their ability to make choices, maximising those strengths to enable them to achieve desired outcomes.
9.	Support formal and peer discussions with junior colleagues including observation. Provide guidance and supportive challenge to promote CPD and professional growth. Where applicable, offer case management supervision.
10.	Coordinate and lead professional meetings and support junior colleagues.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs

Essential Requirements (key skills & qualifications)

1.	Social work qualification (DipSW, CQSW, Degree in Social Work or equivalent).
2.	Social Work England Registration.
3.	Able to evidence robust Continuing Professional Development in line with requirements of Social Work England.
4.	Demonstrable skills and experience of an Experienced Social Worker, in accordance with the Professional Capabilities Framework. A commitment to maintaining 'Experienced Social Worker' level of practice is a pre-requisite of the Senior Social Worker role.
5.	Sound legal literacy- Can demonstrate an ability to apply and articulate relevant legislation including the Care Act 2014, Mental Capacity Act 2005 and associated Code of Practice, and Human Rights Act 2008.
6.	All post holders will work according to the Council's Values & Expectations.
7.	Spoken English Duty Requirement - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.
8.	Able to travel to meet service delivery requirements.
9.	Available to undertake work outside of normal working hours.
10.	Ability to use IT systems and software effectively to accurately record and communicate.

Job Family

Care & Welfare
Grade H



Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

Role characteristics

At this level social work practitioners with advanced theoretical knowledge of social work and associated disciplines. Jobs at this level will be required to regularly deal with the most challenging service users in the Council's care and will have very high demands of concentration, communication skill and emotional resilience.

The knowledge and skills required

At this level, the expertise that underpins job holders' decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day-to-day feature of these roles.

Thinking, planning and communication

Job holders will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent comprehension or language difficulties.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day-to-day basis with groups and individuals, there will also be a need to take a longer view and maybe up to a year ahead in some cases.

Decision making and innovation

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holders will independently respond to problems, some of them may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

Areas of responsibility

Job holders will not only implement important and far-reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

Job holders will generally have some responsibility for the supervision or co-ordination of other employees, but this will not extend to formal management responsibility. Where roles at this level have formal line management responsibility, they are unlikely to need the level of specialist knowledge credited above.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

Impacts and demands

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands.

Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.