

JOB DESCRIPTION

Job Title	Social Worker		
Service	Adults Operations		
Reporting to			
Grade	10		
Evaluation ref:	RP258	Job Family ref:	
Role purpose			
To undertake assessments of risk and care needs in relation to service users and carers so that, within relevant legislation, appropriate action is taken, monitored and reviewed effectively.			
Accountabilities			
• Make ongoing assessments of allocated cases to reflect individual circumstances including assessment of risk, enabling independence and need to ensure that service users are protected from significant harm. • Responsible for a caseload of varying complexity, commensurate with ability and qualifications, receiving and responding to referrals from various sources. • Community Care, integrated care programme approach and risk assessment to work to protect the safety and protection of individuals. • Statutory reviews and comply with appropriate legislation, policy and procedures. • Assess client needs in consultation with them and with other professionals and agree levels of support. • The need to engage with people refusing a service who are at risk to self or others. • The need for sensitive negotiation when assessing service users and carers where there is conflict or lack of insight. • Effectively manage people presenting in crisis needing a quick resolution, using relevant legislation and resources. • Statutory responsibility for the assessment of carers (including young carers) needs and the formulation of a carers care plan. • Prepare and present reports as necessary to facilitate proper decisions being made in respect of service users. • Provide information, written assessments, reports and statements to support other service professionals, managers and agencies in making decisions related to care. • Maintain client records to a high standard in accordance with relevant legislation, policy and procedures. • Facilitate the provision of a needs-led service, working with providers within Social Services, Somerset Partnership and independent and voluntary sectors in order to meet requirements. • Plan and agree service responses, resources, needs and support, developing realistic care plans to meet identified individual needs/circumstances. Negotiate the purchase of care provision where appropriate.			

JOB DESCRIPTION

- Manage care, plan, support and review care needs in line with policy, procedures and legislation.
- Develop, facilitate and maintain effective joint working relationships, with primary care, housing, police and any other agencies as appropriate.
- Establish appropriate professional relationships with service users, their families and other professionals to enable effective partnerships in the provision of services.
- Promote people's equality, diversity and rights, by developing, maintaining and evaluating systems and structures in an anti-discriminatory way.
- Establish appropriate professional relationships when working with service users their families and carers.
- Contribute to multi agency team working and participate in team meetings. Act as link worker as required advising other professionals relating to specific areas of expertise.
- Enable individual's families and carers to address issues which affect their health and social wellbeing.
- Build upon existing knowledge and practice with research and training to develop individual skills and new approaches for improvement in service provision.
- I.T. systems relating to client information, complying with practice requirements. A significant amount of work is involved in the input, manipulation and retrieval of information.
- Develop one's own knowledge and practice and contribute to the development of policy and practice.
- Participate in agreed Post Qualifying training and regular professional development programmes.

Other Elements and Specialised Areas:

The postholder must have in-depth knowledge of NHS Continuing Healthcare (CHC) eligibility, including the lawful limits of local authority provision under section 22 of the Care Act 2014, and extensive experience completing CHC assessments and the Decision Support Tool (DST) across a range of settings. As a core member of the multi-disciplinary team, you will represent the local authority perspective, constructively challenge to support robust decision-making, and consider potential joint funding arrangements.

- Participate in office/team duty rotas, responding effectively to referrals and enquiries as required.
- Supervise the work of unqualified, vocationally qualified staff or students under the direction of the team manager.
- To act as an appropriate adult in complex cases, contributing to the evaluation of the appropriate adult scheme (under Police and Criminal Evidence Act 1984).
- Act as part of a multi-disciplinary team.
- As and when appropriate to develop an area of expertise and liaise with other agencies as necessary.
- Developing projects and new services to meet assessed needs of service users.
- Act as link worker with primary health care, Somerset Drugs Service, local child protection teams and other agencies as appropriate.
- To administer corporate appointeeships and consider the need to make applications to the Court of Protection for service users who lack capacity to manage their money.
- To protect the property, including animals, belonging to people who are admitted into hospital.

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Further Information Specific to post

- Typically supervise no more than 2 people.
- Work as part of a multi-disciplinary team with hospital health colleagues
- No special physical effort is normally required, although there will be occasions when manual handling relating to clients and equipment will be required. Work is undertaken in a variety of environments, including hospitals, office and in client homes. It is recognised that work may involve a risk to personal health and safety from time to time.
- Often work alone outside of office and other work locations, to adhere to lone working arrangements and health & safety policies.
- It is an essential element of the job to build and maintain a range of close contacts and relationships with service users and other professional staff. Frequent contacts with statutory bodies, public services, and voluntary agencies as an integral part of assessments and care provision. Frequent involvement in multi-agency and joint working arrangements.
- The International Federation of Social Workers defines Social Work as:
- “The social work profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance wellbeing. Utilising theories of human behaviour and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work.”
- The successful candidate has a responsibility for promoting and safeguarding the welfare of the vulnerable people they are responsible for or come into contact with.
- Somerset County Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.
- This job requires a criminal background check (DBS) via the disclosure procedure.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable	
Knowledge			
Knowledge and understanding of Social Care practice as defined by Social Work England Guidelines, appropriate legislation and issues relevant to client group.	X		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X		
Understanding of social care resources and provision available beyond statutory agencies.		X	
Awareness of government guidance and legislative changes across broad range of Social Service issues.		X	

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Experience			
Relevant multi-disciplinary Social Care experience within multi-disciplinary team - relevant to needs of post.	X		
Evidence of partnership working with other agencies including Social Care Services, Health Services, Voluntary Agencies and/or Education.	X		
A variety of experiences working with relevant client group including Learning Disabilities.		X	
Supervisory experience.		X	
Previous experience of working with health professionals.		X	
Qualifications / Registrations / Certifications			
Possession of recognised Social Work Qualification – Degree in Social Work (BA), a master's degree in social work, or equivalent.	X		
Registration with Social Work England.	X		
Skills			
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X		
Demonstrates empathy, sensitivity, self- awareness and acceptance of others.	X		
Able to prioritise workload, work with competing deadlines and organise time effectively.	X		
Self-reliant and resilient – able to respond positively to difficult situations.	X		
Willingness to embrace organisational change.	X		
Access to / use of a vehicle is an essential requirement.	X		
Creative thinker.		X	
Working Conditions			
Regular travelling and able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport. This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:			

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- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

- Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practice.
- Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: July 2025