

Role profile

Job Title:	Social Worker - Emergency Duty Team	Grade:	11
Department:	Children and Families	Post no.:	Various
Directorate:	Children's Services	Location:	Home based/ HQ at Perceval House, works across Ealing and Hounslow Boroughs

Role reports to:	Emergency Duty Team Manager
Direct reports:	None
Indirect reports:	sessional staff as required

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To work as a qualified and experienced social worker on the Emergency Duty Team, accountable to the EDT Manager. The role works outside normal working hours, that is during evenings, weekends and public holidays, to provide a specialist emergency social work service across children, adults and mental health services. The service covers 2 boroughs, the London Boroughs of Ealing and Hounslow, and works in accordance with the Councils' legislative duties and powers and Departmental regulations, policies and procedures in relation to social care.
- To undertake work with the most challenging cases, providing an exemplary service in line with statutory requirements, departmental priorities, improving outcomes to vulnerable adults and children.***
- To demonstrate effective practice in the most complex and often crisis situations, assessing and managing higher levels of risk, striking a balance between support and control liaising with a wide range of professionals and agencies, including more senior levels.***
- As the post is generic and covers all client groups, the postholder needs to be an Approved Social Worker under the Mental Health Act 1983 / AMHP under MHA 2007, as well as have significant experience of safeguarding children and supporting vulnerable adults.
- If participating in the Lakeside AMHP rota to be based with the Liaison Psychiatry Team and provide an appropriate response to Liaison Psychiatry referrals, assisting

the team with assessments and decision making and providing a specialist consultation-liaison service to referring clinicians and teams.

Key accountabilities

- To participate on the EDT out of hours duty rota, as required by the Team Manager, providing an appropriate response to out of hours referrals, utilising a creative range of support packages and responses, including advice and support for children and families, vulnerable adults, including those with mental health problems; also including where appropriate, the purchasing of services from providers both in house and from other agencies.
- To assess referrals and ***carry out visits when information is unclear and safeguarding concerns could be significant***, determining appropriateness of an EDT response, to prioritise referrals and respond appropriately within strict time limits.
- **Undertake complex assessments, make sound analytical judgements and utilise the most effective means of providing innovative care packages within budgetary constraints in conjunction with partners and external agencies.**
- **Model, identify and promote best practice, policy, procedure and training informed by current evidence and participate in regulatory inspections, including audit activity to ensure the highest quality standards are maintained. Provide practice consultation and promote respect for professional AMPH and social work expertise.**
- ***To carry out face to face assessments and direct work with vulnerable adults and children and hold strategy meetings to ensure best practice in safeguarding is achieved at all times and the AMPH/social work voice appropriately guides decision-making.***
- ***To visit all children taken into care by the EDT except in exceptional circumstances. Follow the guiding principle that children should remain with their own families wherever possible. Where it is legally appropriate and natural family circumstances have irretrievably broken down, to plan a secure placement for children, ensuring the care provider has clear information about the child or children's background and that contact with natural relatives is maintained when appropriate.***
- ***When working/participating as the nominated shift coordinator*** to instruct ***qualified and*** unqualified sessional staff to undertake specific tasks as appropriate.
- To communicate effectively with ***clients and*** other agencies involved in responses to emergency referrals, to ensure the proper protection of vulnerable children and adults and the provision of appropriate services in emergency situations.
- To prepare clear and concise **accurate** reports ***which meet all inspection and legislative standards*** within tight deadlines for the transfer of critical information to locality staff and other agencies. To maintain full and accurate records, provide reports and statutory documentation; participate in case reviews and conferences for court proceedings when required. To communicate effectively with colleagues in Ealing and Hounslow and other agencies, passing on all relevant information on a

timely basis.

- To support and advise **directly** colleagues in day services and other statutory and independent agencies, to ensure consistent and effective 24 hour service provision to service users and carers.
- To implement systems for the routine collection and analysis of referral **and other information to ensure the effective accountability of the service at all times including maintaining all electronic case recording.**
- To **take responsibility for maintaining** sufficient knowledge of other emergency services offered by statutory and voluntary agencies and how to access them. **Ensure this information is shared with other members of the EDT team, including sessional staff.** To screen and re- direct referrals which are not appropriate for the EDT to respond to **whilst ensuring a duty of care is maintained in all communications.**
- To foster good working relationships with other out of hours agencies eg hospitals, police, NHS Direct, Housing Dept. etc.
- To negotiate clear responsibility for cases involving other local authorities, ensuring that LBE and LBH responsibilities are always fully discharged, whether by the EDT or another authority. **To always maintain involvement until a clear professional handover of responsibility has been achieved to secure the safety of vulnerable adults and children needing to access ongoing support to maintain their best interests and keep them safe.**
- To co-operate with the team manager on a number of areas of responsibility, including:
Twice yearly staff appraisals and regular supervision.

When appropriate to attend multi-disciplinary case conferences, which may involve the assessment of needs and allocation of resources.

- Involvement, if required, in central government national inspections, such as by the Social Services Inspectorate, Department of Health or Audit Commission.
- Assisting team manager to provide an overview of particular services.
- Participating in training and development **to ensure professional practice is informed and kept up to date** as required by the team manager, either directly through supervision or through the training section or other agencies.
- Assist the team manager when necessary, in instructing and advising legal representatives in the presentation of the Council's case in court proceedings.

KEY ACCOUNTABILITIES:

- To participate on the EDT out of hours duty rota, as required by the Team Manager, providing an appropriate response to out of hours referrals, utilising a creative range of support packages and responses, including advice and support for children and families, vulnerable adults, including those with mental health problems; also including where appropriate, the purchasing of services from providers both in house and from

other agencies.

- To assess referrals and ***carry out visits when information is unclear and safeguarding concerns could be significant***, determining appropriateness of an EDT response, to prioritise referrals and respond appropriately within strict time limits.
- **Undertake complex assessments, make sound analytical judgements and utilise the most effective means of providing innovative care packages within budgetary constraints in conjunction with partners and external agencies.**
- **Model, identify and promote best practice, policy, procedure and training informed by current evidence and participate in regulatory inspections, including audit activity to ensure the highest quality standards are maintained. Provide practice consultation and promote respect for professional AMPH and social work expertise.**
- ***To carry out face to face assessments and direct work with vulnerable adults and children and hold strategy meetings to ensure best practice in safeguarding is achieved at all times and the AMPH/social work voice appropriately guides decision-making.***
- ***To visit all children taken into care by the EDT except in exceptional circumstances. Follow the guiding principle that children should remain with their own families wherever possible. Where it is legally appropriate and natural family circumstances have irretrievably broken down, to plan a secure placement for children, ensuring the care provider has clear information about the child or children's background and that contact with natural relatives is maintained when appropriate.***
- ***When working/participating as the nominated shift coordinator*** to instruct ***qualified and*** unqualified sessional staff to undertake specific tasks as appropriate.
- To communicate effectively with ***clients and*** other agencies involved in responses to emergency referrals, to ensure the proper protection of vulnerable children and adults and the provision of appropriate services in emergency situations.
- To prepare clear and concise **accurate** reports ***which meet all inspection and legislative standards*** within tight deadlines for the transfer of critical information to locality staff and other agencies. To maintain full and accurate records, provide reports and statutory documentation; participate in case reviews and conferences for court proceedings when required. To communicate effectively with colleagues in Ealing and Hounslow and other agencies, passing on all relevant information on a timely basis.
- To support and advise **directly** colleagues in day services and other statutory and independent agencies, to ensure consistent and effective 24 hour service provision to service users and carers.
- To implement systems for the routine collection and analysis of referral ***and other information to ensure the effective accountability of the service at all times including maintaining all electronic case recording.***

- To **take responsibility for maintaining** sufficient knowledge of other emergency services offered by statutory and voluntary agencies and how to access them. **Ensure this information is shared with other members of the EDT team, including sessional staff.** To screen and re- direct referrals which are not appropriate for the EDT to respond to **whilst ensuring a duty of care is maintained in all communications.**
- To foster good working relationships with other out of hours agencies eg hospitals, police, NHS Direct, Housing Dept. etc.
- To negotiate clear responsibility for cases involving other local authorities, ensuring that LBE and LBH responsibilities are always fully discharged, whether by the EDT or another authority. **To always maintain involvement until a clear professional handover of responsibility has been achieved to secure the safety of vulnerable adults and children needing to access ongoing support to maintain their best interests and keep them safe.**

- To co-operate with the team manager on a number of areas of responsibility, including:

Twice yearly staff appraisals and regular supervision.

When appropriate to attend multi-disciplinary case conferences, which may involve the assessment of needs and allocation of resources.

- Involvement, if required, in central government national inspections, such as by the Social Services Inspectorate, Department of Health or Audit Commission.
- Assisting team manager to provide an overview of particular services.
- Participating in training and development **to ensure professional practice is informed and kept up to date** as required by the team manager, either directly through supervision or through the training section or other agencies.
- Assist the team manager when necessary, in instructing and advising legal representatives in the presentation of the Council's case in court proceedings.
- To take responsibility, as required by the team manager, for specific areas of work.
- To assist the team manager in maintaining performance indicators, financial and staff audits, and health and safety audits as required and that the team carries out its responsibilities with due attention to good customer care practice.
- To assist the team manager in the investigation and reporting of **any** complaints under the relevant complaints' procedure providing **an accurate draft summary to the manager within no longer than 48 hours.**
- To co-operate with the team manager to ensure that budgets are actively and creatively managed within agreed financial limits and be aware of the responsibility and accountability of the team manager for managing local funding arrangements for services commissioned by the team within delegated powers and under new and existing legislation.

- To participate as requested on working parties, project teams and task groups relating to Council-wide, departmental, divisional and interagency service provision and activities. This may include policy initiation, multi-agency service development and implementation.
- To maintain appropriate expertise and knowledge in meeting statutory and other guidance and to assist the team manager to ensure the team is kept informed of new and proposed legislation, contributing to ensuring that change is managed effectively in conjunction with other agencies, the service group and within the division. To attend relevant training courses and seminars to keep skills up to date.
- To inform the team manager on the overall needs of the relevant client and service groups, and to contribute towards translating the results into priorities and development proposals within the context of the business plan.
- To inform the Team Manager of cases where there is a danger to life or death of a service user and of those cases most likely to cause public concern.
- To provide good quality case records and the collection of management information, including reporting on performance indicators, unmet need and providing special reports as required.
- To apply the Department's information technology and management information systems as required, in all areas of work.
 - The post holder must at all times carry out his/her duties with due regard to the Council's Equal Opportunities Policy and practice positively within an anti-discriminatory framework.
- To undertake other duties and responsibilities of a similar professional nature and at similar responsibility level to those described above, which may be allocated from time to time.

Key performance indicators

- To respond to all referrals within the required timescales.
- To produce and submit quality write ups by start of next session.

Key relationships (internal and external)

- With EDT line manager
- With other EDT team members
- With day staff in Hounslow and Ealing adult, mental health and children's social care
- With external agencies e.g. Police, PCT, Mental Health Trust
- With service providers e.g. placements and care package providers

Authority level

- To manage and direct sessional staff as may be required on individual sessions
- To commission budgets for specific resources, as may be required on individual sessions eg emergency placements and care packages in the statutory and private and voluntary sector.

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. EDT social workers work across a range of specialist fields of work and require the knowledge, skills and ability to make rapid decisions at a high level, in critical situations with limited access to management advice, out of normal working hours.
2. Post holders need to be an Approved Social Worker under the MHA '83 / AMHP under MHA 2007 (from November 2008).
3. Post holders need to have a high level of knowledge, skills and **expertise in the field of safeguarding children, including experience working in a statutory social care setting dealing with complex child protection/safeguarding issues.**
4. Post holders need to have a **comprehensive** knowledge and skills and experience in the field of working with vulnerable adults.
5. Post holders must have the ability to carry out risk assessments and undertake their duties with due regard to health and safety policies at all times.
6. Post holders must have the ability to work **autonomously**, out of office hours to high professional standards only escalating issues where there is a danger to life of a service user and of those cases most likely to cause public concern or result in professional conflict or complaint.
7. Post holders must have **excellent** communication **skills able to deescalate stressful situations providing clear messages whilst deploying effective listening skills** to relate to a range of vulnerable clients and professional colleagues often in crisis or with needs which might make.
8. Post holders must have **excellent** report writing skills and ability to compile assessments effectively and efficiently.
9. The ability to work outside normal working hours (i.e. between 5:00pm and 7:00/8:00am, Weekends and Bank/Public Holidays) - as this role is in the Emergency Duty Team.

Essential experience

1. Undertaking mental health assessments independently as an ASW/AMHP

2. Undertaking child protection assessments.
3. Undertaking assessments of vulnerable adults.
4. Preparing high quality written assessments and case recordings.
5. Experience of giving evidence to back up assessments undertaken in formal settings such as case conferences, Courts and Tribunals.
6. Experience of working independently across multi-agency settings.
7. Evidence of continuous professional development.

Essential qualifications

- Qualified Social worker status
- Approved Social Worker status under the Mental Health Act 1983 and the Approved Mental Health Practitioner Status under the Mental Health Act 2007 (implementation from November 2008)

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards