

Job Information Template



To be completed with reference to the Job Information Template Guide

Before you submit your completed Job Information Template, please ensure the following has been completed:

- The organisation chart has been edited to reflect the position of the post or a separate organisation chart has been attached
- All HRIS post numbers have been correctly identified and the details within the Job Identification section are correct
- The names of all post holders covered by this JIT are included in the sign-off page or attached in a separate list
- No sections have been left blank
- The JIT has been agreed by both post holder(s) and line manager and signed off appropriately
- Be sure the JIT has no reference to employee names or grades
- Retain a copy of the completed JIT for your records

Please scan and email a signed copy of the completed JIT to the Job Evaluation Team (Tel: 440520) at:

WFMJE@gov.je

More information about the Job Evaluation project is available on MyStates:

[Public Sector Reform > Workforce Modernisation > Job Evaluation](#)

JOB IDENTIFICATION

HRIS Post Number(s):	100.013
Job Title:	Senior Practitioner – Social Work
Reports to:	Team Manager
Department:	C&SS
Division:	C&SS

JOB PURPOSE (JOB STATEMENT)

To carry a small caseload of more complex cases commensurate with the senior practitioner role.

To provide support to and mentor main grade social work colleagues and Social Work Assistants in ensuring the delivery of a comprehensive assessment and protection service to the vulnerable adults and children and their family/carers deemed in need of support services or at risk, , and ensure quality support/protection plans are in place.

To have responsibility for supervising and monitoring the work of a group of social workers/social work assistants and leading on the delivery of the day to day working of social work services in their area.



WORKFORCE MODERNISATION

MAIN DUTIES AND RESPONSIBILITIES

To be responsible for a small caseload of more complex cases commensurate with the senior practitioner role.

To supervise and mentor a small number of social workers and/or social work assistants in the delivery of core social work business, ensuring accurate supervisory records, and ensuring all appropriate decisions and directions are recorded onto the relevant case file.

To ensure assessments and care planning is delivered to a high standard and is outcome focussed and in the best interests of service users.

To ensure case records are accurate and up to date (i.e. in relation to both own cases and those of others they supervise).

To ensure a holistic approach to assessment and care planning and ensuring the involvement of service users and their family/carers where appropriate. The senior practitioner must balance this with an overriding duty of care to protect those who are at risk of abuse, mistreatment or self-harm.

To lead by example, establishing and maintaining the trust and confidence of service users, families, carers and other stakeholders by communicating in an appropriate, open and transparent way, clearly explaining their role and responsibilities from the outset, including any statutory intervention which may be required if necessary.

To support and guide social work colleagues in challenging and reporting dangerous, abusive, discriminatory or exploitative behaviour or practice, including potential criminal offences wherever this may be found.

To follow and ensure supervisees follow department policies and procedures as required.

To lead on the utilisation of statutory powers to ensure the client's safety and well-being where necessary.

To maintain the highest standards of personal and professional conduct, adhering to both departmental and professional codes of conduct.

To oversee and ensure case records produced by supervisees are clear and accurate and adhere to departmental policies and procedural guidance and standards.

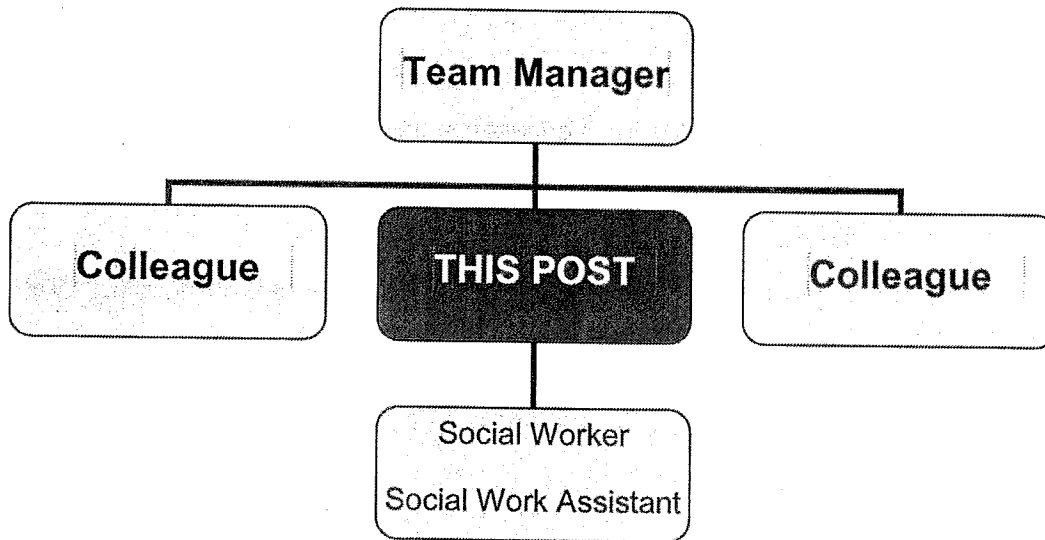
To ensure that they, and their supervisees treat all information relating to service users in the strictest of confidence in line with data protection, relevant disclosure and consent policies, and information sharing protocols and procedures.

There is recognition that the generic posts will undertake different functions within different areas (i.e. Children's Service; Adult Service; Mental Health, but the core functions would remain the same).

To undertake any additional tasks as required by the department, commensurate to the grade of the post holder.

WORKFORCE MODERNISATION

ORGANISATION CHART



1. COMMUNICATION AND RELATIONSHIP SKILLS

The social work role requires the post holder to have the ability to communicate effectively with a wide range of clients, their families, and carers, some of whom may have communication, psychological or behavioural difficulties or disabilities which make the forming of effective, open and helpful relationships challenging.

The senior practitioners perform their work role in a multi-disciplinary, multi-agency context. It is essential that they have a detailed knowledge of the broad range of professionals and resources they may need to call on, and that they maintain healthy relationships with senior individuals within these services in order that they can be effective in advocating on staff and service users' behalf and accessing resources necessary to meet their own and subordinate staff's needs. Individuals and agencies which form an essential part of the social workers network include representative organisations advocating on behalf of particular client groups, advocacy workers, and service providers in the independent and private sectors.

Part of the social work role is to exercise statutory powers where appropriate. Senior practitioners therefore play a lead role in the civil court arena, facilitating communication with legal advisors, overseeing and endorsing the preparation of evidence and court reports, acting as lead witnesses in applications for care and supervision orders in relation to children, providing information to and taking a lead role in investigation with States of Jersey police colleagues in cases where criminal offences against vulnerable adult and children may have occurred. This is relevant for both adult and children's social work activity, but particularly pertinent in law in relation to Children.

Critical and important contacts that are essential to the successful direction of tasks required in

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meeting client's needs will include senior staff in the following States Departments (not exhaustive):

Medicine, including Older People's Services
Mental Health Services including the Psychology Service and the Child and Adolescent Mental Health Service and the Drug and Alcohol Service
Occupational Therapy Services
Physiotherapy Services
Child Development Centre
Magistrates Court
Judicial Greffe
Probation Service
Prison Service including Young Offenders Institute
States of Jersey Police Service, in particular the Public Protection Unit and Community Policing Service.
Social Security including Workwise and Income Support
Housing including Supported Housing Group
Family Nursing and Home Care, including Home Care, Health Visitors and District Nurses
Education Sport and Culture, including primary and secondary schools, nursery provision, Education Welfare Service, Educational Psychology Service, Special educational provision, Youth Service and Adult Education.

Important external contacts include:

Wide range of independent sector private and charitable provider organisations; GP's etc

As part of the supervisory role, it is critical that the post holder liaises with and highlights any concerns to their line manager, and is able to challenge and deal with any work related issues presented by supervisees.

2. KNOWLEDGE, TRAINING AND EXPERIENCE TO DO THE JOB

It is an essential requirement that the post holder possesses a professional qualification in Social Work (Degree or Diploma in Social Work), and has a minimum of 5 years post qualifying social work experience including 3 years in their specialist area.

Senior practitioners must be registered with the appropriate UK professional governing body i.e. the HCPC and locally, must also register under the Health Care (Registration) (Jersey) Law 1995.

The post holder must possess and be able to demonstrate a wide range of information technology skills as most assessments and records are electronically generated.

The post holder must possess a proven ability to work autonomously in their particular area of expertise, be highly motivated and conscientious, exhibiting the capacity for independent, responsible professional decision making, often whilst under considerable pressure and whilst directing the work of main grade social work and support staff working as part of a multi-disciplinary approach. They must have considerable experience and confidence in prioritising



and managing their own and others diverse caseloads based upon urgency, assessed level of need and risk.

Senior practitioners will be able to provide evidence of and commitment to, relevant continuing professional development to an advanced level and will have developed additional skills relevant to their particular specialist responsibilities, so as to meet the needs of the client groups for whom they hold responsibility. This will include, for example, a knowledge and understanding of the needs of older people and people with disabilities (physical; learning disability; autism; sensory impairment; child development, attachment and loss, etc. They will be expected to possess or be willing to undertake any relevant Post Qualification training in child care or adult social work in line with their role, whilst also ensuring they have undertaken relevant specialist training such as Achieving Best Evidence (for those involved in child protection work), adult protection training, working with Autism, working with sensory impairment, intensive behavioural support, etc.

Post holders require a comprehensive knowledge of the range of services provided both within Health and Social Services, by other States Departments, and by private and voluntary sector providers which they can access to meet the assessed needs identified by subordinate staff for their clients. This will include, for example, comprehensive knowledge of the Income Support system, supported housing arrangements, services provided by Family Nursing and Home Care, the range of family and residential placement services available for children, therapeutic services relevant to children and adults etc.

Senior practitioners must be able to demonstrate substantial personal and social skills. Because their role in supporting and developing interventions is reliant upon effective inter-professional and inter-agency communication and co-operation and the building of effective professional relationships with child and adult clients, it is essential that practitioners possess positive and constructive attitudes to colleagues, service users and carers.

3. ANALYTICAL AND JUDGEMENT SKILLS

Senior practitioners have a key role in their profession, supporting main grade and support staff whilst managing the most complex cases held within those service areas. They typically build up significant knowledge and expertise in their own specialist area and act as 'experts' within their teams and across their service on those particular issues, offering advice and support as required.

Senior practitioners make a particular contribution in situations where there are very high levels of complexity, uncertainty, stress, conflicts of interest, and risk, particularly to children and vulnerable adults. They apply high level analytical skills and knowledge to assessing these situations, and make complex judgements on what action to take. In some situations, decisions are necessary on whether or not to use statutory powers to intervene.

By intervening in such situations, by protecting and supporting service users and providing services consistent with their wishes and needs, social work makes a substantial contribution to the well-being and quality of life of individuals and their families and carers. Intervention to foster and support service user independence, for example by providing respite to carers, can result in economic benefit for the island. Intervention into situations where children's needs are not being met by their families, where necessary supporting parents to improve their ability to effectively meet their children's needs, or, in some cases, removing children and placing them in



other care settings, contributes to the potential for these children to become positive citizens, with a reduced need for specialist criminal justice, health and therapeutic services, in adult life.

The senior practitioner reports to their Team Managers as the first line of oversight, guidance, review and support for direct case management, but they also need to keep up to date and informed regarding national initiatives and risk management issues with regards to service users in their specialist field.

Specific examples of the role played by the senior practitioner are:

i) A children's social worker is notified of a child presenting to A&E with a broken arm where early paediatric investigation highlights concerns over whether it could be a 'non-accidental injury'. The social worker on duty discusses the circumstances with the duty senior practitioner who instructs them to hold an immediate strategy discussion with police colleagues. The outcome of that discussion is the identification of the need for a more detailed medical examination and for direct discussions by the social worker and police colleagues with the parents over how the injuries occurred. The senior practitioner co-ordinates and supports the response, advising as required.

ii) A man in his sixties is referred to the adult social work team by his wife expressing her increasing concerns about the gentleman's wellbeing and her concern that he is being held against his will by others in the household where he now lives. The duty social worker consults with their senior and is advised to initiate checks with police and the relevant GP and for an emergency back up bed to be arranged in case it is required. The senior directs that the social worker and police colleagues should do a joint visit, during which the social worker decides that the gentleman requires a period of respite away from his existing accommodation.

iii) A social worker attends with police colleagues at a domestic violence incident in a family home where there are three children under 10yrs of age. The father has removed himself from the scene but home conditions given rise to high levels of concern and there appears to be no guarantee that the father will not return. Negotiations with Mum and enquiries with the wider family establish that the children can move to their grandmother's house as an interim arrangement. The social worker seeks guidance and access to legal advice through their senior practitioner and, acting on that advice, goes on to negotiate a contract with the children's mother pending further enquiries and the commissioning of follow up work by relevant support services.

The senior practitioner will routinely make these sorts of decisions on their own. They will discuss any potentially contentious decisions with their, or another, team manager when one is available, but this is simply to verify that the most appropriate course of action has indeed been taken.

The post holder will be expected to take responsible, professional, decisions when directing others 'in the field' so as to ensure a prompt response to new information arising, particularly the emergence of heightened levels of risk, or incidents of actual harm.

Skilled, timely, social work decision making often avoids the need for compulsory action, and enables children or adults to remain safely in their homes. It supports people to find their own solutions, possibly change their behaviour, navigate the system of public services and personalise their choices.

Given that all social workers, at whatever level, are frequently in contact with service users when they are at their most vulnerable and distressed, there is considerable public and political interest in the way in which the senior practitioner directs actions and interventions. It is



therefore necessary on occasion for those workers, supported by their team managers, to address political and representative organisation concerns and challenges and justify actions taken.

4. PLANNING AND ORGANISATIONAL SKILLS

The post holder is required to have considerable planning and organisational skills, and be able to prioritise many demands, not just in relation to their own caseload, but those of their supervisees.

5. PHYSICAL SKILLS

Skills include use of computers and video equipment, keyboard skills, driving, assisting Service Users (support with walking or pushing in wheelchair), Walking/driving to visits or meetings, standing or sitting for long periods (writing up assessments/Reports/case notes etc.), constant verbal communication with others either face to face or via telephone.

6. RESPONSIBILITY FOR PATIENTS, CLIENTS & OTHER EXTERNAL SERVICE USERS

The post holder is responsible for a caseload consisting of more complex cases. This involves being responsible for assessing need and ensuring robust care plans are in place in the interests of service users.

7. POLICY AND SERVICE DEVELOPMENT

The post holder is expected to contribute to policy and service development, highlighting where necessary through their respective line manager any service gaps/need.

The post holder is expected to be aware of and contribute to the delivery of service plans which in turn will be linked to overarching departmental and States wide business plans and priorities.



8. FINANCIAL AND PHYSICAL RESOURCES

The post holder has no budgetary responsibilities linked to the role. They are however responsible for costing packages of support and making a case for funding requests applying a best value approach to care/support packages or placements.

9. HUMAN RESOURCES

The post holder is responsible for supervising a number of social workers and or social work assistants on a monthly basis and for managing any issues that arise in relation to their day to day delivery of service.

They would not however, be responsible for monitoring sickness or dealing with any disciplinary issues.

Should a supervisee be subject to capability, the senior practitioner would be required to oversee and support this staff member in addressing any capability issues highlighted in a capability improvement plan.

10. INFORMATION RESOURCES

The post holder is required to use a range of systems (softbox; face; care partner) to write up detailed client sensitive notes.

The post holder, being responsible for a small number of supervisees (on average 4-6), has to monitor and audit case records produced by them and ensure accuracy and able to stand up to external scrutiny as and when required.

To ensure that all information about service users is always treated in the strictest of confidence in line with data protection; relevant disclosure and consent policies and information sharing protocols and procedural guidance.

To be responsible for maintaining clear supervision records and ensuring all appropriate decisions and directions are recorded on the relevant client case record.

To advise and advocate for service users in the future development and delivery of services highlighting any gaps in service, reporting information pertaining to unmet need to the Team manager so this can be escalated to inform future service development.

11. RESEARCH AND DEVELOPMENT

The post holder must keep abreast of any research and developments that impact on their role in order



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to maintain quality standards and also inform their practice. There is however, no requirement to conduct specific pieces of research as part of the job.

12. FREEDOM TO ACT

Because of the senior nature of the role, there is a degree of autonomy that comes with the post in line with policies and procedural guidelines. The post reports to the Team manager for Social Work for major decisions or for cases requiring financial support.

13. PHYSICAL EFFORT

Examples must include unit measurement with context: average weight lifted (kg) / average no. of hours per one period shift / number of shifts per week/month.

Keyboard skills; car driver. Understanding of wheelchairs and safe manual handling techniques. Sitting at computer. Desk/office based, driving, walking to meetings, occasional pushing of wheelchairs, moving files/court bundles, giving evidence/standing in court, carrying young children, moving light equipment, home visits, setting up training rooms, displays, direct work with children, putting children in cars/fitting car seats, assisting adults clients in the community.

14. MENTAL EFFORT

Examples must include unit measurement with context: average no. of hours per one day shift / no. of shifts per month

The role requires periods of high level concentration when undertaking tasks pertaining to the role e.g. Writing/proof reading, adult and child safeguarding reports, child/adult protection reports, tribunal reports, court reports, statements/plans, attending strategy meetings, giving evidence to court, translating/interpreting carrying out assessment under different laws – Childrens, Mental Health etc, detailed recording/info gathering supervision of staff, support/debriefing of staff.

15. EMOTIONAL EFFORT

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Examples must encompass: frequency, average no. of occurrences per week/month.

Working with children/adults who have been abused and/or are vulnerable; giving news about care planning/ removal of children/detention / abuse etc, meeting with angry/volatile children/ families/adults, working with serious illness, disability; delivering unpleasant news such as terminal illness etc.

16. WORKING CONDITIONS

Examples must include: nature, level, average no. of hours per one day shift / no. of shifts per month/week.

Dirty/filthy home environments, crime scenes, homes of drug users/presence of drug paraphernalia, aggressive people etc, clients who smoke in their own homes when staff present, may be drunk or under influence of drugs or have serious mental health issues, need to carry out urgent child/adults protection visits.

