

## London Borough of Lambeth

### Job Description

<b>Post:</b>	<b>Out of Hours Social Worker</b>
<b>Grade:</b>	<b>PO3</b>
<b>Directorate</b>	<b>Children's Services</b>
<b>Division:</b>	<b>Childrens Social Care</b>
<b>Reporting to:</b>	<b>Team Manager, (Out of Hours Service)</b>
<b>Allowance:</b>	<b>20% Shift Allowance Additional monthly AMHP allowance</b>

#### Introduction

The Out of Hours Social Work Team is responsible for dealing with all social services emergencies and statutory duties, which arise outside normal office hours. Their role is to carry out an initial assessment of the presenting situation and establish a safe and viable solution pending follow up by the daytime services. This role includes the out of hour's workers carrying out assessments as approved social workers under the Mental Health Act. The service is managed within Children's Social Care although it covers all clients groups and offers a borough wide service. The post holder is responsible to the Team Manager, (Out of Hours Service).

#### Purpose of the job

To provide a service to individuals and families in social crisis which requires an immediate and/or urgent response, using social work methods, models and tools. The service is operated from 5pm until 9am, at weekends and on public holidays, on a Rota basis when social service offices are closed and other related services are not available. It is not established as a continuation of day services but requires specific skills and strategies of intervention either to resolve the emergency as a self-contained task, or part of a longer-term situation. It requires a thorough understanding of social work methods. The planning and the work of the Night duty Services has to be carried out in the knowledge of its relationship with day services.

#### Main Responsibilities and Duties of the Post

Whilst on duty the team post holder will be required to work autonomously and be responsible for making decisions on behalf of the department in the work normally covered by the Children's Social care, Mental Health and Adult Social Care divisions. The post holder will exercise delegated responsibility in a range of areas of decision-making in line with departmental policies and procedures. Consultation with team managers will be available but predominantly the post holder will be expected to exercise professional judgment in carrying out their duties. In working with other agencies the post holder will be required to liaise and negotiate with staff at a senior level on behalf of the department and other establishments when a crisis occurs.

1. To participate in the out of hours Rota on a regular basis with the other members of the out of hours team.
2. Whilst working on the Rota to undertake all the functions of the out of hours social worker as follows: -

- (a) To receive and priorities calls from the Emergency Control switchboard
  - (b) To contact referrers and take details of the referral and decide what action is required.
  - (c) To carry out assessments of need and of risk to clients referred
  - (d) Where it is possible and safe, to deal with the presenting situation by making arrangements that avoid the need for the clients to be removed from the community or their existing placements
  - (e) Where it is not possible and/or safe to do this, to arrange for the client to be provided with residential care in hospital, residential home, children's home or foster care as appropriate
  - (f) To be responsible for providing an Approved Mental Health Professional (AMHP) service within the borough out of hours, including undertaking assessments under the Mental Health Act.
  - (g) To respond to the police for an "appropriate adult" service in line with Council policy.
3. To keep accurate records in accordance with policy, good practice and national standards and to make this recording available to daytime workers by the next working day.
  4. To develop and maintain a thorough knowledge of legislation and regulations and departmental procedures relating to working with children and adults
  5. To recognise and act on safeguarding concerns relating to children and to adults with care and support needs, and contribute to the response to such concerns.
  6. To attend, prepare for and make constructive use of supervision and appraisal meetings with line manager.
  7. To participate in training and development activities as agreed by line manager.
  8. To keep your skills and knowledge up-to-date, in order to be able to meet the requirements of your role and to maintain requirements of professional registration. This will include keeping up-to-date with relevant law, regulations and guidance, and acting in line with it
  9. To undertake responsibility for any other project or area of work in agreement with line manager.
  10. To work co-operatively with other professionals in the Council and from other agencies.
  11. To maintain high professional standards in all areas of practice
  12. To work within the established administrative systems, including using the council's IT systems.
  13. To develop and maintain a thorough knowledge of legislation and regulations and departmental procedures relating to working with children and adults.
  14. To undertake responsibility for any other work in agreement with line manager.

15. To organize and plan work activities taking into account competing demands and priorities and to keep manager appraised of any difficulties.
16. To collect and provide managers with such information as may be required about assessment and casework activity, utilizing new technology where available.
17. To ensure that all actions comply with the Council's policies on diversity and equal opportunities and health and safety.
18. To carry out the duties and responsibilities of the post with full regard to the Council's Equal Opportunities Policy and any other council policies and good practice and guidelines, and for all work to be carried out in line with the Public Sector Equality Duty.
19. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
20. To undertake other duties within the post's scope of responsibilities that might be reasonably requested from time to time.

### Social Worker PO3

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a ✓ on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b>Qualification</b>	<b>Q1</b>	Professional qualification in social work and must be registered with the Health & Care Professions Council (or any successor body)  Approved Mental Health Professional	A ✓
<b>Key Knowledge</b>	<b>K1</b>	Up to date professional and technical expertise in relation to children in need and vulnerable adults .	
	<b>K2</b>	Knowledge of social work theories and values, and how to apply these in practice.	
	<b>K3</b>	Thorough knowledge of proposed and actual legislation, statutory regulations and Government guidance and standards relevant to children in need.	A ✓
<b>Relevant Experience</b>	<b>E1</b>	Post qualifying Children's Social Work within a statutory or voluntary setting.	A ✓
	<b>E2</b>	Experience of direct work with children undertaking assessment of need and risk	A ✓
	<b>E3</b>	Extensive experience of successfully managing the most complex and challenging cases.	A ✓

<p><b>Core Behaviours</b></p>		<p><b>Focuses on People</b> is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people are the heart of our work, after all that's our business. It's about making our processes fit people.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Establish and maintain positive relationships with children, families and local partners.</li> <li>• Treat parents with dignity and respect</li> <li>• Undertake respectful and compassionate work with families</li> </ul>	
		<p><b>Takes Ownership</b> is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Understand the role and purpose of social work</li> <li>• Use skills and experience in supporting families to create good outcomes for their children</li> <li>• Actively seek training and other areas to continually improve practice</li> <li>• Take responsibility for actions, care plans and decisions.</li> </ul> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Work with families to achieve outcomes</li> <li>• Good engagement skills and able to influence families and</li> <li>• Use views of families to plan work and collaborative goals</li> <li>• Social workers build good relationships with local partners to contribute to children's outcomes</li> <li>• Listen to what children and families tell us</li> </ul>	

		<p><b>Communicates Effectively</b> is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Express the purpose of the role/work clearly</li> <li>• Can adapt communication style to different audiences or contexts</li> <li>• Describe relationships and behaviour changes that you expect to see with your support and intervention</li> <li>• Avoids jargon and uses plain language</li> </ul>	
		<p><b>Focuses on Results</b> is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Families' views on help is actively sought</li> <li>• Suggest interventions that fit the identified concern</li> <li>• Work towards collaborative and appropriate goals</li> </ul>	

