

JOB DESCRIPTION

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| Job Title | Senior Social Work Assistant | | |
| Directorate | Children and Families | | |
| Reporting to | Senior / Social Worker / Occupational Therapist (OT) | | |
| Grade | 13 | | |
| Evaluation ref: | TR0238 | Job ref: | Family |
| Role purpose | | | |
| <p>The postholder will have demonstrated competence through achievement of NVQ 3 in care and will be expected to act with a significant degree of autonomy and have case responsibility for a small number of less complex cases.</p> <p>To undertake and contribute to the assessment and provision of care, to clients and their families in a range of settings.</p> | | | |
| Responsibilities | | | |
| <ul style="list-style-type: none"> In addition to the main elements of the post below, the postholder will be expected to act in a senior capacity as follows: <ul style="list-style-type: none"> take case responsibility for a small number of cases, and work with a significant degree of autonomy. become involved in supporting SW/OT assistants who are undertaking NVQ training. become involved in the Induction Training for newly appointed staff. The jobholder provides a service to clients independently and/or in support of professional staff. The jobholder may maintain a caseload of less complex work, commensurate with experience and training. The balance of specific duties will depend on the needs of the area and the requirements of the professional staff. Typical examples of the work to be carried out are as follows:- <ul style="list-style-type: none"> Visit clients, their families, or carers, assist and support them with social contact and undertake statutory visits to children in care on behalf of Social Workers. Supporting parents in developing the skills to enable them to care appropriately for their child/children. Assist professional staff and to undertake assessment and review of clients' complex needs and contribute to the formulation of appropriate social work plans. Arrange the delivery of services to clients in accordance with social work plans. Review and monitor social work plans, making recommendations for adjustment as considered appropriate. Maintain and update appropriate administrative records on individual clients as required by professional staff and prepare reports for meetings and on occasion for Court. Participate in appropriate training as required to enable the postholder to fulfil the full range of duties in the post. | | | |

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- Participate in and arrange when necessary, appropriate meetings (e.g. Multidisciplinary meetings) to discuss individual cases or general service provisions, which may involve meeting staff from a variety of agencies.
- Provide support to office duty systems as required by local arrangements.
- To undertake financial assessments in line with procedures.
- To be familiar with the information technology systems used in relation to client information and service cost.
- To develop an awareness of local informal networks.
- To transport clients in the worker's own vehicle in certain circumstances.
- To participate in discussions with Social Services legal representatives and where necessary prepare witness statement with the possibility of acting as a witness at Court.
- To be aware of the work of the team in order to provide clients, their families, or carers, with an agreed level of service and to assume case responsibility for less complex cases, where appropriate.
- To have a knowledge of external resources and care providers in order to assess the appropriate provision of services. To have a knowledge of the Looked After Children system and occasionally complete the necessary documentation.
- To have knowledge of internal resources such as Children & Families volunteers, Leaving Care Worker, Adolescent Support Worker, Under Eights Workers.
- To deal with clients of varying abilities and needs and who on occasions can be distressed or difficult and to deal with those situations in an appropriate manner in accordance with guidelines and procedures.
- Involvement in the Induction of new staff and providing support to staff undertaking NVQ training will require the postholder to find ways of engaging with other staff and presenting information in an interesting and clear way.
- Whilst under the supervision of professional staff, be expected to contribute to the development of social work plans for individual clients based on their knowledge of the circumstances and their perception of the client's needs.
- Will be expected to undertake client assessment and assist in developing creative and imaginative solutions and packages of care, in conjunction with senior professional staff.
- The postholder will be expected to exercise a significant degree of autonomy in dealing with and prioritising caseloads and statutory visits, before referring complex matters to Social Workers/OTs.
- Decisions are made within policy and guidelines under the direction of the line manager/supervisor.
- There may be a risk of verbal or physical abuse from angry and distressed clients in the office or in the client's home or workers' vehicles.

Impact

- The postholder will have contact with SW/OT Assts and Staff Development Officers in providing Induction training and support for those undertaking NVQ training.
- Frequent contact with clients and families are an essential element of everyday work. The job holder will also have regular contacts with care professionals, GPs,

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| voluntary bodies, and other agencies to clarify client needs, pass information, and make recommendations relating to the provision of care. | | | |
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| Knowledge / Experience / Skills | | | |
| | Essential | Desirable | |
| Knowledge | | | |
| Able to develop professional relationships with a range of clients and colleagues based on mutual trust, respect for individual rights and cultural needs, and the promotion of equality, diversity and the interests of service users and carers. | X | | |
| Able to work with clients and professional colleagues to assess client needs and level of risk. Good diagnostic, assessment skills. | X | | |
| Contributes to the emergency care planning process and formulates emergency plans as required, adopting a flexible and professional approach. | X | | |
| Provides urgent support to clients and arranges emergency service delivery seeking guidance from social work colleagues with regard to complex needs or problems. | X | | |
| Offers strategies to callers for development of social skills and for resolving conflicts, as necessary. | X | | |
| Has due regard for safety of clients and others and promotes independence. | X | | |
| Broad working knowledge of Social Care. | | X | |
| Experience | | | |
| Some experience of social care, but not necessarily in paid employment. | X | | |
| Contributes to induction of new Social Work Assistants. | X | | |
| Experience of working as part of a team. | | X | |
| Clerical or administrative experience. | | X | |
| Qualifications / Registrations / Certifications | | | |
| NVQ Level 3 in Health and Social Care or relevant qualification/experience. | X | | |
| Willingness to work towards NVQ Level 4. | X | | |
| Literate and numerate to GCSE level or equivalent. | X | | |

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| NVQ Level 4. | | X | |
| Relevant Social Care qualification. | | X | |
| Skills | | | |
| Ability to process information quickly and accurately, applying quality standards to all tasks undertaken and ensuring that nothing is overlooked. | X | | |
| Positive attitude to the use of computers with IT skills enabling effective input, manipulation and retrieval of data and information. | X | | |
| Capable of producing basic correspondence, oral and written reports and records that are legible, accurate and easily understood. | X | | |
| Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016) | X | | |
| Prepared to undertake training and share new knowledge and skills within the team. | X | | |
| Working Conditions | | | |
| The job holder may work with a range of client groups, including people with mental health problems and people with physical disabilities. | | | |
| Working Arrangements | | | |
| Somerset Council's dynamic Working Strategy will be applied to this position. | | | |
| Corporate Responsibilities | | | |
| <ul style="list-style-type: none"> Understand, uphold, and promote 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. 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: 24th June 2025