

Directorate: Adult Social Care

Post Title: Social Care Practitioner

Grade: B

Division: Communities

Job purpose

To work with adults to undertake Conversations 1 and 2 within the Three Conversations Model, promoting choice and control and maximising independence for citizens.

Key responsibilities

1. To undertake Conversations 1 and 2 within the Three Conversations Model, including risk assessment to formulate an agreed plan, working collaboratively with citizens and appropriate partners to achieve positive outcomes.
2. Obtain sufficient information from adults, their carers, support network and professionals in line with the Three Conversations Model in order to get to know people and their connections and where appropriate to understand what needs to change to make the person safe.
3. Promote choice and control, maximising independence for citizens by exploring the assets and strengths of people, families and communities.
4. Liaise and work with other professionals, communities and agencies (including enablement services) to achieve optimal outcomes for adults and carers; and ensure that services are 'joined up' in approach.
5. Develop knowledge, understanding and links with community resources and facilitate options available to meet identified needs.
6. Provide support to adults and their carers in line with the Three Conversations Model through collaboration and enabling adults to co-design their own support.
7. Work with people in crisis to identify an emergency plan and provide help to make the most important things happen to address identified risks to the person's health, safety or wellbeing.
8. To work alongside Social Workers and Occupational Therapists where required to ensure handoffs are minimised and there is continuity for citizens.
9. Resolve outstanding queries arising from initial financial information gathered, discussing any issues with the appropriate manager/supervisor where needed.
10. Ensure that any concerns regarding the safety of adults and children are appropriately reported via safeguarding procedures.
11. Collect and accurately record using management information systems. Critically analyse all relevant information to take appropriate actions to fulfil statutory responsibilities in line with the Care Act 2014 and in accordance with Departmental standards/ expectations.

12. Arrange the delivery of short term services in accordance with support plans within Conversation 2, including providing information and advice to adults (and others) eligible for funded services on the direct payment process and set up the direct payment if required.
13. Achieve performance targets and work efficiently, participating in the regular collection, collation and reporting of appropriate performance management information, as directed.
14. Work as a team member, attend team meetings, and represent the Department at other meetings; positively contributing to outcomes for adults achieved as a team.
15. Work within the policies, procedures and guidance of the Directorate.
16. Actively participate in new initiatives and future changes intended to improve service delivery. To contribute to service development by sharing knowledge and experience.
17. Demonstrate personal commitment to continuous self-development and service improvement including participating in supervision as required.
18. To carry out any other duties within the scope and spirit of the purpose, tasks and grading of the job.

Supervision Received

Supervising Officer Job Title

Senior Practitioner or Senior Social Care Practitioner

Level of Supervision

Left to work within established guidelines subject to scrutiny by supervisor.

Supervision Given (Excludes those who are **indirectly** supervised i.e. through others)

N/A

Special Conditions

Observance of the **City Councils Equal Opportunities Policy** will be required.

Person Specification

KEY – MOA (Method of Assessment): AF – application form, I – interview, T – test, P – presentation, G – group exercise,

Posts will be subject to Application Form, Interview and Assessment Centre process

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Section 1 – Experience, abilities, knowledge and qualifications / training		
	Experience / Knowledge (relevant work and other experience)	MOA
1.	Previous experience of working in a care environment.	AF/I/T
2.	Experience of advocacy and liaison on behalf of others.	AF/I

3.	Experience of undertaking assessments, support planning and reviews under the Care Act 2014.	AF/I
4.	Experience of partnership working	AF/I
5.	Demonstrate a basic knowledge of social work practice including an understanding of the legislative framework applying to working with adults in a statutory setting.	AF/I
6.	Effective communication skills: demonstrate an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.	AF/I
7.	Demonstrate an understanding and application of anti-discriminatory practice	AF/I
8.	Effective analytical skills: ability to absorb, understand and quickly assimilate information and compare information from a number of different sources. Able and confident to resolve queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.	AF/I
9.	Experience of work professionally with people experiencing challenging personal circumstances, ensuring a citizen focus that is outcome based.	AF/I

	Skills	
1.	Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales	AF/I
2.	Ability to use IT systems to obtain, record and retrieve data.	I/T
3.	Ability to work in a multi-disciplinary team setting and with outside agencies	I/T
4.	Ability to make effective decisions on a day to day basis, demonstrating sound judgement in escalating issues where necessary.	I/T
5.	Ability to communicate effectively to a variety of audiences through written, verbal and other means of communication.	I/T
6	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016	I/T
7.	Ability to work flexibly with local and wider team and in partnership with other professional agencies to achieve overall team goals.	I/T

8.	An ability to accurately record information in different formats.	I/T
9.	Demonstrate respect for diversity and values individual differences, treating all people fairly and appropriately regardless of race, religion, belief, gender, age, disability, sexual orientation, appearance of position.	I/T
10.	Demonstrates an understanding of disadvantages and social deprivation.	AF/T/I

Section 2 – Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

Competencies (behaviours)	Category Definition
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Moving the Council forward	<p>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</p>
Managing Ourselves	<p>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</p>
Working with others	<p>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</p>
Providing direction	<p>People who demonstrate this personal competency display the behaviours underpinning the council's values and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</p>