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| **Role Title** | **Rapid Response Social Worker** |
| **Job Family** | **Families** |
| **Location** | **Willow House/Woodbury** |
| **Pay Range / Scale** | **Indicative PO3** |
| **Purpose** | |
| The Rapid Response Team is a multi-disciplinary community health service run by NELFT. It is a key part of the local system’s offer to residents to support them to stay out of hospital when they do not need acute medical care. It provides an Admission Avoidance pathway that also delivers Adult Social Care support to adults over 18 who have eligible needs under the Care Act. It is an urgent response service (with a 2hr response time) for residents who could be at imminent risk of admission to hospital due to a sudden deterioration in their health and wellbeing, and a key focus of activity in the team is to prevent avoidable hospital admissions through the delivery of timely and well-coordinated health and social care support to residents in their own homes. | |

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| **Generic Accountabilities** | **End Results/ Outcomes** |
| Conduct needs assessments to identify needs and determine intervention / referral to the appropriate service.  Conduct assessment of risk to self and others. | Accurate identification of vulnerable people’s eligible needs and development of appropriate care plan/intervention to support the person to be able to use their strengths to meet their needs.  Risk to the health, safety and wellbeing of users and the public is effectively identified, recorded, evaluated, and reduced. |
| Assure professional standard of case management and the effective management of risk within area of responsibility. | Provision of agreed intervention is effectively delivered / co-ordinated / monitored to support Adults and Carers to achieve their identified outcomes.  Complex and high-risk cases are managed in line with quality, national and legislative standards.  Implementation of statutory duties.  Carry out and contribute to risk assessments for the health, safety and wellbeing of Adults and carers and those working with them. |
| Contribute to the development and implementation of policy, systems, processes, performance criteria, standards, and procedures within area of responsibility. | Work within the policies, procedures, and controls to enable compliance with all relevant legislation, codes, regulations, guidelines, standards, and best practice.  Promote and maintain social work professional code of practice.  Enable integrated working with multi-disciplinary teams. |
| Provide professional advice and guidance to colleagues and partner agencies in supporting Adults and Carers. | Professional advice and interpretation is provided on procedures, policy, legislation, systems, methods etc.  Cases are escalated as appropriate and case information is shared as appropriate.  Represent the views of the Adult when appropriate.  Major issues are managed through to an appropriate conclusion. All investigations are formally concluded in line with procedures. |
| Liaise internally and externally and work with colleagues from other agencies to ensure adults and carers interests are supported. Provide professional challenge and advice to colleagues, managers, and partner organisations. | Professional advice, interpretation, information, support and challenge are provided to colleagues and external parties on operational and legislative issues as appropriate.  Agreed clear, accurate and appropriate information is shared via the most appropriate channel.  Timely actions are taken and are appropriate to the known circumstances. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored, and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Bring any concerns to the attention of the relevant Senior Manager / MASH Team Manager, MASH Group Manager. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements identified through action plans and service plans are developed and delivered effectively.  Stakeholder requirements are met in line with agreed improvement plans.  Improve standards of practice within adult’s social care, including contributing to internal training opportunities. |
| Plan and implement interventions and actions for allocated cases. | Provision of agreed intervention is delivered & co-ordinated.  Support to vulnerable people and carers is provided to the required standards and timescales.  Vulnerable people and/or carers assessed needs continue to be evaluated.  Timely appropriate action is taken and recorded on any risks identified.  Protection of vulnerable people  Implementation of statutory duties where required.  Assess jointly as part of a multi-disciplinary team with council & health colleagues (where appropriate);  Value for money is achieved. |
| Provide professional advice and guidance to colleagues and partner agencies supporting vulnerable people. | To promote the voice and identity of Social Work within a multidisciplinary medical model dominated environment.  Professional advice and interpretation is provided on procedures, policy, legislation, systems, methods etc.  Referrals are escalated as appropriate. |
| Liaise internally and externally and work with colleagues from other agencies to ensure vulnerable people and carers are supported. | Agreed clear, accurate and appropriate information is shared via the most appropriate channel.  Timely actions taken are appropriate to the known circumstances. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |

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| **Job Specific Accountabilities:** | |
| All opportunities to prevent, reduce and delay access to social care services are taken | The service is delivered to the quality, Council, professional and legislative standards required.  Provision of timely advice, information, and signposting to relevant community resources.  Positive outcomes are achieved for adults and families. |
| Promote effective partnership working within area of responsibility. | Effective partnerships deliver the most effective outcomes for adults and carers.  Effective relationships are developed and maintained with partners and other stakeholders.  Partnership groups produce valid and timely outputs. |
| Provide clear analysis and make recommendations on Adult Social Care outcomes to ensure informed decisions are made about Adults and older people and carers. | Screen and make threshold hold decisions for adults, older adults, and carers, capturing work undertaken in a clear and concise manner, adhering to timeframes.  Completion of any relevant reports to required quality standard and within timescale.  Ensure all work undertaken is in line with, and as required by, the relevant legislation, guidance, or procedures |
| Ensure the delivery of safeguarding services to adults and carers. | Policies, procedures, and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards, and best practice.  Improved outcomes for adults and families in Waltham Forest. |
| To ensure that the assessment and support planning process is robust and meets agreed guidance and standards | The full range of social care assessments are undertaken as necessary in conjunction with the person.  Personalised outcome-focussed reablement and ongoing services including the design and review of creative and innovative support plans.  Negotiating funding for services with an emphasis on promoting independence. |
| All opportunities to prevent, reduce and delay access to social care services are taken | Provision of timely advice, information and signposting to relevant community resources. |
| Maximising residents’ ability to maintain their independence | To fully utilise an individual’s assets and community resources before considering the use of Council resources  Continuity of social care/ reablement services for service users in the community and in hospital  Provision of equipment and assistive technology to support service users to maintain their independence |
| To be responsible for ensuring the delivery of high quality and legally compliant social care practice to agreed standards for the staff within the remit of the post. | Assessments and support plans are legally compliant in relation to the Care Act, Mental Capacity Act and all other relevant legislation.  Social care practice is delivered to agreed standards |
| To ensure the implementation of Safeguarding Stage 1 Concern Episodes & Making Safeguarding Personal. | Vulnerable adults are appropriately safeguarded.  Practice complies with local and national safeguarding statutes and guidance |
| To work as a dedicated team member to ensure best practice | Ability to work as a team member.  Ability to promote good practice within the team, and provide consultation & supervision.  Ability to work under regular supervision from a line manager |

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| **Nature of Contacts** |
| To support the aims and objectives of the Adult Social Care interface with the Rapid Response Team, you will be required to:     * Build positive working relationships with health colleagues from a range of professional disciplines. * Assist health colleagues to develop a good understanding of Adult Social Care policies and procedures (including formal safeguarding arrangements). * Promote a strength-based approach to assessing the health and social care needs of residents who are at imminent risk of preventable hospital admission. * Adopt whole systems thinking in order to sustain throughput and achieve good health and social care outcomes for vulnerable residents. * Apply the principles of multi-disciplinary working by providing a “team around the person” approach that is person-centred and puts the resident in control of managing their own health and care needs as far as possible. * Complete holistic Care Act eligibility assessments with residents. * Complete Mental Capacity assessments where necessary. * Assess and manage risk in a way that will promote independence and prevent admissions to hospital (or other institutional care settings). * Attend regular team meetings with Rapid Response Team colleagues. * Contribute to quality improvement discussions that will help to develop the service in line with the team’s remit. * Adopt a proactive and solution-focused approach to addressing any challenges that arise when implementing the team’s aims and objectives. * Manage and prioritise your workload effectively in an integrated working environment. |

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| **Procedural Context** |
| The social worker role is an expert in managing uncertainty, developing mutual trust and respectful relationships with people, making fine judgements about risk and daring to work creatively and innovatively. Using their skills in communication and empowerment to enable people to take considered risks, the social worker will deliver a service that protects and safeguards children, young people, vulnerable adults, their families and carers, supporting them to assess their own needs and capacity, promote their independence, and manage risk and uncertainty.  Will involve visiting people in their homes to carry out or complete the assessment and develop appropriate plans.There may be other tasks that you will be called upon to complete in your social work role in order to achieve good outcomes for residents and to maintain strong and effective partnership working with health colleagues in the service. |

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| **Key Facts and Figures** |
| Enhanced DBS Clearance.  Holder of Social Work England registration. |

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| **Resourcing** |
| Budget Responsibilities: none however to be accountable for ensuring value for money in the provision of care packages and other Council expenditure.  Supervisory Responsibilities – unqualified staff |

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| **Competency Level** |
| **Principle Officer** |

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| **Knowledge, Skills and Experience** |
| * Significant post-qualifying social work experience in Adult & Older Adults Families setting. * Experience of undertaking highly complex casework within a statutory adult setting * Experience of service delivery which is culturally sensitive and responsive to the needs of a multi-cultural community. * Experience of prioritisation, Screening/Triaging and service delivery * Demonstrable knowledge and experience in assessing complex need & risk. * Make timely judgments and decisions that are based on evidence and thorough analysis of all the information gathered. * Ability to draw up specific plans with clear timescales that are based on high quality assessments, which set out the planned outcomes for the adult. * Have high-level knowledge and skills in gathering information from a range of sources, including direct observation of adults and older people and their interactions with their family and carers. * Ability to effectively communicate, both orally and in writing, with a diverse range of audiences. * Ability to work as a team member * Ability to promote good practice within the team, * Ability to work effectively under pressure, Ability to prioritise work. * Ability to participate in change effectively. * Ability to communicate clearly verbally and in writing, and to follow through required actions. * Experience of developing and maintaining effective partnerships with statutory agencies and voluntary organisations at an operational level. * Experience of operating within the Care Act 2014 or other legislative framework concerned with Adults. * Familiarity with current trends and issues with adults. * In-depth knowledge of statutory framework for Care Act Eligibility and the Safeguarding Procedures for adults and older adults. * Excellent interpersonal and communication skills (verbal and written). * ICT skills including use of Microsoft applications. |

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| **Indicative Qualifications** |
| Educated to degree standard or equivalent.  Relevant professional qualification (CSQW Dip SW equivalent degree Social Work qualification).  Substantial Continuing Professional Development. |
| *The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.* |