

| <b>SOCIAL WORK ASSISTANT</b> |         |       |         |
|------------------------------|---------|-------|---------|
| Reference No.                | A4363   | Type  | Generic |
| Service                      | Various |       |         |
| Job Family                   | Care 5  | Grade | FC6     |

| <b>Purpose</b>  |
|---|
| Working in partnership to deliver high quality services to service users through robust assessment and case management processes. |

| <b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken: | <b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility | <b>E</b> | <b>D</b> |
|---|---|----------|----------|
| Co-ordinating and managing cases, effectively using case recording and file management systems.   | Considerable experience of working in a relevant setting  | ✓        |          |
|   | Knowledge of professional practice models and standards   | ✓        |          |
|   | Educated to SCQF level 7 which included HNC or Advanced Highers or SVQ 3 or equivalent  |          | ✓        |
| Undertaking assessment of needs and risks as directed.  | Knowledge of theory underpinning practice in relevant areas of Social Work  |          | ✓        |
| Contributing to complex assessments of need and risk.   | Experience of joint working   | ✓        |          |
| Reducing levels of risk to service users and others.  | Knowledge of relevant guidelines and information sharing protocols  | ✓        |          |

## Role Profile

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|---|---|---------------------|----------|
|   | Knowledge of the responsibility for reporting issues<br><br>Ability to provide a regular and effective service                            | ✓<br><br>✓          |          |
| Contributing to and developing care/action plans.   | Experience of case co-ordination/planning   |                     | ✓        |
| Providing written reports as required, including informed recommendations concerning care/action plans and further actions.             | Problem solving skills<br><br>Report writing skills<br><br>IT skills  | ✓<br><br>✓<br><br>✓ |          |
| Maintaining service user/carer contact as required.   | Communication skills  | ✓                   |          |
| Promoting/maintaining independence and inclusion.   | Knowledge to practice in a way that empowers others<br><br>Experience of adopting and developing models of practice                       | ✓                   | ✓        |
| Engaging and supporting families and carers.  | Knowledge of the role of carers and families and the impact this may have on health and well-being  | ✓                   |          |
| Working in collaboration with partners e.g. Health Service, Education, Police and voluntary sector agencies.                            | Knowledge of stakeholder objectives<br><br>Experience of multi-disciplinary working   | ✓                   | ✓        |
| Improving the outcomes for service users by applying knowledge, judgement and appropriate quality control procedures.                   | Knowledge of service policies, procedures and resources   | ✓                   |          |

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|---|---|----------|----------|
| Promoting the interests of service users and carers in terms of rights, opportunities, culture and diversity.   | Experience of promoting equality and diversity  | ✓        |          |
| Ensuring service users receive an outcome focussed service.   |   |          |          |
| Making sure that risk assessment and risk management are central to achieving good outcomes.  |   |          |          |
| Ensuring that all interventions and engagement with service users contribute to improving outcomes.   | Experience of utilising a variety of interventions in working with groups and individuals   | ✓        |          |
| Utilising financial resources in line with Council policy and procedures.   |   |          |          |
| Being responsible for the effective application of the electronic client information system by updating and ensuring the accuracy of all relevant client records. | Experience of interpreting data   | ✓        |          |
|   | Analytical skills   | ✓        |          |
|   | Knowledge of the value of performance management/ monitoring  |          | ✓        |
| Undertaking all other duties as required for the role. Duties will be in line with the grade.   |   |          |          |

| <b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following: |   |          |          |
|--|---|----------|----------|
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|  |   |          |          |
|  |   |          |          |

| <b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>  |   |
|--|---|
| <b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement. |   |
| <b>Additional Information</b> – the following information is available:  | <b>Expected Behaviours</b>  |
| <ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>   | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |