



## **JOB PROFILE**

**Job Title:** Senior Social Worker

**Reports to:** Team Manager

### **Job Purpose:**

To deliver specialist social work service for people who are Deaf BSL, hard of hearing, deafened, Deafblind and their family/carers.

To work in partnership with people and carers to assess needs, identify outcomes and plan support to meet these.

To be the lead contact for partner agencies sharing professional knowledge and expertise in specialist social work advice.

To provide supervision and line management to a small team including Social Workers and Social Care Assistants.

### **Principle Accountabilities:**

To deliver a person-centred, strength based, service for those who are Deaf BSL, hard of hearing, deafened, Deafblind and their family/carers, support networks and other professionals.

To complete and oversee comprehensive specialist assessments (including risk assessments) of needs, planning towards a person's identified outcomes.

To provide support that develops and/or maintains communication, safety and promotes independence.

To assist in the explanation of the charging policy, including gathering

information to calculate contributions or payment.

To signpost to advocacy services ensuring access is available whenever necessary, appropriate, or requested.

To work in partnership with internal and external professionals to deliver a holistic service provision.

To participate in the duty cover providing appropriate and timely response to those in crisis and coordinating interventions to mitigate risk.

To provide appropriate information, advice, and support in relation to a person's deafness, and how this is affecting their life direct to the person, their family/carers and to professional partners.

To coordinate, review and allocate referrals across the support team.

Prevent, detect, and respond to safeguarding concerns, implementing safeguarding policies and procedures for people who may be/are at risk.

To provide regular supervision to a social worker and social care assistant/s.

To support the team development through shared learning, reflection practice, and continuous professional development (CPD) delivering best practice.

Ensure appropriate and timely record keeping enabling effective communication and professional accountability.

Contribute towards monitoring and evaluation, including both quantitative and qualitative data collection.

To adhere to the financial controls for the provision of equipment to people we support.

To adhere to the organisation health and safety policies including the lone working policy and procedures.

- To participate positively with team learning, reflection, and continuous professional development (CPD) to maintain professional registration.
- Team and cross team activities and bespoke projects

- Regular supervision with your line manager, training, and team/organisational meetings
- Engage and support the charities fundraising activities and shared learning opportunities.
- Comply with all operational policies and procedures related to your role including equality policy.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may be expected within the scope and grading of the post.

### **Work Context**

Surrey County Council Commission Sensory Services by Sight for Surrey to deliver the Combined Sensory Services Contract. We work in partnership with Adult Social Care to provide specialist support to those with sensory impairment and the Deaf community across all of Surrey.

## **COMPETENCIES REQUIRED**

### **Strategic Management/Operational Service Planning/Forward Planning**

Understanding the overall aims and objectives of the team and how these contribute to Sensory Services by Sight for Surrey's strategic plan. Planning their work to meet agreed targets, standards, and service user needs. Working within agreed procedures to achieve team and personal objectives. Thinking ahead and identifying where and how their work impacts on the work of the team.

### **Inspiration**

Valuing and supporting others.

### **Making things happen**

Achieving agreed goals and targets. Managing their own time and available resources effectively. Collaborating with others to make things happen.

### **Communication**

Communicating with all people in a positive, accessible, timely and clear manner. Listening actively, demonstrating their understanding of communications they receive and responding to them appropriately. Listening to the other person's point of view.

### **Developing Others/Team Development**

Sharing their knowledge and skills with others. Supporting others in their development and contributing positively to team development.

### **Managing Change/Embracing Change**

Seeking ways to continuously improve their own performance. Suggesting where improvements in service could be made. Is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their manager, where appropriate.

### **Personal Impact**

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the opinion and expertise of others.

### **Customer Focus**

Building good professional relationships with service users. Endeavouring to understand what the service user wants and being responsive to their needs. Responds positively to service user feedback.

### **Use of Technology and Management of Remote Teams**

Using relevant technology proactively and effectively to do their job and, wherever possible, to deliver services. Supporting and enabling team members to do the same.

## **KNOWLEDGE/SKILLS/QUALIFICATIONS**

- Experience and qualifications in Social Work, CQSW, DipSW, BA Hons, MA or equivalent.
- Qualified Registered social worker - registered with Social Work England
- Excellent communication skills with people who are Deaf BSL, hard of hearing, deafened, Deafblind and their family/carers in their chosen communication method e.g. using sign language, clear speech, Esendex, SMS text, skype/Facetime.

- Maintain an up-to-date knowledge of best practice of supporting people who are Deaf BSL, hard of hearing, deafened, Deafblind and their families and carers.
- Maintain an up-to-date knowledge of the relevant legislative framework in supporting people with sensory loss, including the Care Act, Safeguarding etc.
- Experience of providing supervision to a support workers/ student.
- Have a working knowledge and application of the social model of disability.
- Have a working knowledge of relevant external agencies for people who are Deaf BSL, hard of hearing, deafened, Deafblind and their families and carers.
- Competent with the use of databases and Microsoft Office Packages.
- Ability to communicate in British Sign Language skills – BSL level 2 or above is desirable (or the willingness to learn)

### **Working Environment**

Office based. Able to travel across the county and deliver a service in different environments suitable for the task. For example, in a person's homes, care home, hospital, Deaf Café, community hub.

### **Organisation**

See organisation chart on induction.