



## **JOB PROFILE**

**Job Title:** Specialist Community Social Worker

**Reports to:** Team Manager

**Job Purpose:** A Community Social Worker has a vital role in supporting and improving the lives of adults, families, and groups from within the Deaf, hard of hearing, deafened, Deafblind community.

### **Principle Accountabilities:**

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

To complete comprehensive specialist needs assessments creating person led support plans to reach individual goals and to review and evaluate the effectiveness of support plans.

Promote community opportunities to empower access and educate community members on available resources and services. Utilising Deaf Café and Community Hubs.

Advocate for and assist people in navigating the wider services and systems ensuring access is available whenever necessary, appropriate, or requested.

Connect people with community resources to strengthen, enhance and promote their physical and mental wellbeing mitigating isolation and loneliness.

Collaborate with other professionals to deliver a holistic support, sharing specialist social work advice.

Provide appropriate information, advice and crisis intervention in situations requiring intervention via face to face 'casework' and/or duty service cover.

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

Clearly demonstrate social work professional standards in both understanding and in the application of best practices and commit and maintain continued professional development.

Depending on experience, to provide regular supervision to a social care assistant/s.

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 participate positively

- With team learning, reflection, and continuous professional development (CPD) to maintain professional registration.
- With team and cross team activities and bespoke projects
- With regular supervision with your line manager, training, and team/organisational meetings
- Engage and support the charities fundraising activities and shared learning opportunities.

Adhere with all operational policies and procedures related to your role including equality policy, financial controls, health, and safety including lone working procedures.

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.

### **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 people we support 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. Actively seeking to understand, demonstrating their understanding of communications they receive and responding to them appropriately. Showing empathy and seeking to understand 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 line 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 people we support. Endeavouring to understand what the person wants and being responsive to their needs. Responds positively to feedback.

**Use of Technology and Management of Remote Teams** Using relevant technology effectively to do your role and, to deliver services.

## **KNOWLEDGE/SKILLS/QUALIFICATIONS**

- Qualifications in Social Work, CQSW, DipSW, BA Hons, MA or equivalent with up-to-date registration with Social Work England
- Be culturally aware with an in-depth understanding of Deaf, hard of hearing, deafened, Deafblind needs of the community either from lived or learned or both experiences.
- Ability to communicate in BSL (BSL level 2 minimum)
- Committed to ongoing learning and best practice in social work principles, techniques, and latest research.
- Have an up-to-date knowledge of the relevant legislative framework in supporting people including the Care Act, Safeguarding etc.
- Sound knowledge of local community resources that enhance and promote physical and mental wellbeing opportunities.
- Application of strength-based approach and principles underpinning person led interventions and strategies to problem solve often interconnecting challenges.
- Established experience in promoting and advocating for accessible services.
- Sound knowledge and application of the social model of disability.
- Strong interpersonal skills who can build rapport and maintain relationships with people and community groups who may be experiencing difficult times.
- Can reflect, be empathic, compassionate, and resilient as the role can at times be emotionally demanding.
- Be solution focused and able to think critically to solve problems.
- Excellent communication and organisational skills

- Have a working knowledge of relevant external agencies for people who are Deaf, hard of hearing, deafened, Deafblind and their families and carers.
- Competent with the use of databases and Microsoft Office Packages.

### **Working Environment**

Office based role with travel across the county. You must be able to travel independently across the county on a daily basis to meet the needs of the community.

**Organisation** See organisation chart on induction.