

**Isle of Man Civil Service
Job Description**

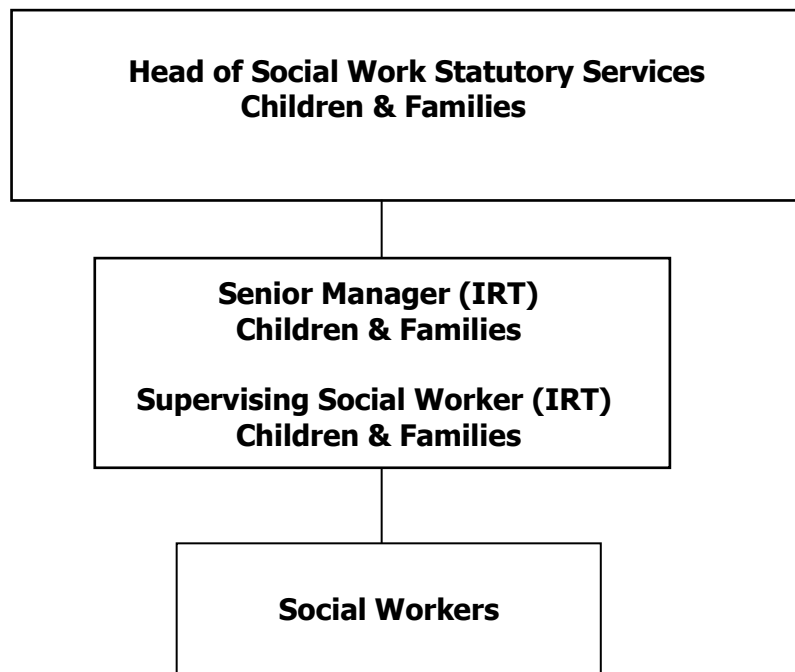
Post: Social Worker, Initial Response Team, in Department of Health and Social Care, Children and Families Division

Grade: D507

Responsible to: Chief Social Worker via Head of Social Work Statutory Services

Reports to: Team Manager

Job purpose: To carry out effective assessment, planning and delivery of social work services to children and families whilst enhancing and promoting life chances to those groups of children and young people that the Department has responsibility for. To provide quality social work services to children in need and their families in accordance with legal requirements and Departmental policies and procedures.



Job Scope

- Professional:** To establish and maintain a high level of professional expertise in line with Divisional Policy and Best Practice.
- Maintenance and Caseload:** To be responsible for their own work subject to supervision by their Team Manager

Main duties and responsibilities

Operational

1. To assess the needs of children, young people and their families using standard assessment tools and within prescribed timescales so that plans made are timely and evidenced based.
2. To demonstrate a commitment to listening to children and young people's wishes and feelings throughout the assessment process.
3. To assess the needs of children, young people and their families to determine that they receive the most appropriate services from the Department and to refer as appropriate to other agencies including specialist services where necessary.
4. To undertake the role of duty worker as determined by the Service/Team Manager. To undertake statutory duties taking part in out-of-hours duties by rota, as required.
5. To research, analyse, evaluate and use current knowledge of best social work practice in making assessments and plans for children, young people and their families to produce positive outcomes.
6. To participate in joint investigations with the Police in child protection cases.
7. To communicate with and build effective working relationships with other professionals and colleagues who are working with children, young people and their families to ensure that any planned interventions maximise the impact for the child/young person.
8. To establish and develop collaborative working with allied health and social care practitioners from children's and adults services. Promote and model effective working arrangements with schools, children's centres and other settings. Develop an excellent knowledge base of and collaborative working with local preventative and targeted family support services particularly those provided by the voluntary and community sector.
9. To ensure that all work is recorded promptly and accurately to the required standards in line with Department and Divisional policy and procedures. This includes working with the Integrated Children's System.
10. To attend and contribute to case conferences, meetings and court sessions, submitting verbal/written reports as required in a timely manner.
11. To take part in case/practice audits and contribute to peer audit arrangements as required.

12. To actively contribute to team working, supporting colleagues, covering for colleagues in their absence and taking part in team meetings and development events.
13. To participate positively in professional supervision and annual appraisal (PDR) review taking personal responsibility for the quality of practice.
14. To demonstrate an understanding of issues of equality, diversity and difference and their impact on service users and to practice anti-discriminatory practice.
15. To represent the Department to the public in such a way as to ensure the quality of service delivered is in line with Departmental standards and expectations.
16. To operate at all times with the professional ethics and disciplines of social work as defined within codes of practice established by regulatory bodies (e.g. HCPC).
17. To attend both internal Departmental and other training courses provided by external agencies by agreement with the Service/Team Manager. To be accountable for one's own continuous professional development and proactively identify and undertake agreed training.
18. To undertake other social work duties as required by the Team Manager

Isle of Man Civil Service Person Specification

Post: Social Worker, Initial Response Team

Department: Department of Health and Social Care, C&F Division

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Attributes	Essential or Desirable	Method of Assessment
<p align="center">Qualifications</p> Degree in Social Work or equivalent Registered with HCPC or equivalent body	E E	Pre-employment checks Pre-employment checks
<p align="center">Experience</p> A minimum of two years post qualification Recent (i.e. two years within the last five years) experience of working as a Social Worker within a Social Care, Children and Families Initial Response Team Experience of dealing with crisis situations and working with emergency services Recent (i.e. two years within the last five years) experience in undertaking child protection investigations	E E E E	Application/CV/Interview Application/CV/Interview Application/CV/Interview Application/CV/Interview
<p align="center">Knowledge & Skills</p> Knowledge of IOM/UK Legislative framework Good interpersonal skills Good communication skills Knowledge/Experience of Child Protection investigations Knowledge/Experience of Assessment and initial care planning Ability to manage caseload and to work on own initiative Responsive to deadlines Excellent IT skills, including the use of an ICS case management system Report writing and presentational skills	E E E E E E E E	References/Interview References/Interview References/Interview CV/References/Interview CV/References/Interview References/Interview References/Interview References/Interview Interview
<p align="center">Disposition</p> Self-motivated Flexible Reliable Able to cope in stressful situations Ability to work as part of a team Good attendance record	E E E E E D	References/Interview References/Interview References/Interview References/Interview References/Interview Application/Interview
<p align="center">Circumstances/Interests</p> IOM Worker Able to work out of hours duty rota/overtime Clean driving license /access to own vehicle	D E E	Pre-employment checks Interview Pre-employment checks

Leading and working together: Level B
Actively supports/manages staff to deliver objectives; generates enthusiasm and commitment in others and demonstrates this in their own approach; works collaboratively with colleagues to deliver results; develops effective and productive working relationships with colleagues and with contacts in other Departments/externally. Manages disagreements with tact and diplomacy.
Communicating and influencing: Level C
Communicates in a clear and persuasive way; promotes their ideas, convincing others to agree to proposals; considers other views to produce a 'win-win' outcome; uses their understanding of the organisation and the position of other parties to inform their proposals; is flexible in re-thinking their approach to persuading others.
Achieving results: Level B
Prioritises own (and others') work to achieve team goals; schedules activities and resources to deliver to agreed timescale; communicates openly about changes to plans; proposes appropriate solutions and considers consequences of different options; makes decisions in a timely manner and recommends/refers important decisions as necessary; strongly focused on achieving results; takes responsibility for the delivery of team objectives.
Delivering a quality service: Level B
Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.
Changing and learning: Level B
Assists, coaches and advises colleagues to develop competence and confidence; actively looks for new, better ways of working; offers opinions in discussions which are not always the most obvious. Is versatile and adaptable, and prepared to change their views. Applies up-to-date specialist skills, knowledge and experience in their work.
Showing commitment and resilience: Level C
Shows determination and drive to deliver and succeed; puts in extra effort to complete important tasks on time; shows stamina and can manage a diverse range of projects; calm and confident under pressure.