

## Job Description

**Department:** People and Communities

**Division/Section:**

**Job Title:** Alternatively Qualified Worker Level 2

**Post No:**

**Grade:** Grade 8

**Reports to:** Advanced Practitioner / Team Manager (dependant on service)

**Organisation  
Chart:**

Show immediate  
manager and any  
jobs reporting to  
this post.



**DBS Check  
applicable?**

Basic ☐ Standard ☐ Enhanced ☒ None ☐

**Is post exempt under the Rehabilitation of Offenders Act  
1974 in respect of declaration of spent convictions?**

Yes ☒ No ☐

**Line Management  
responsibility for:**

No. of direct reports: 0

No. of indirect reports: 0

**Size of budget:**

N/A - state whether *accountable* for (i.e. budget holder)  
or *accounting* for (e.g. monitoring)

**Job Purpose:**

To manage highly complex individual cases, including evaluating, supporting, planning, intervention and the coordination of services to vulnerable children/adults in accordance with national Social Work and/ or Health Care legislation, regulations, guidance and local policies and procedures.

**Main Duties and Responsibilities:****Key Responsibilities:**

1. To work to achieve the specific aims and objectives of the Services Business Plan.
2. To work collaboratively with staff and a range of partner organisations to assess, plan and intervene with service users and/ or their families
3. To engage with local authorities and other multidisciplinary agencies, which may include Police, Occupational Therapy, Physiotherapy, Mental Health Professionals, Substance Misuse Professionals, etc.
4. To manage a caseload of service users with varied levels of need in accordance with departmental policies and procedures and relevant legislation, guidance and regulations.
5. To use manual and computerised systems for the recording of confidential information, case records and data and ensure that all relevant records and documents are managed in accordance with policy and procedure.
6. To attend and contribute to reviews and participate in meetings, including those in a variety of settings and institutions such as other local authorities, hospitals and custodial units.
7. To be fully aware of the principles of safeguarding a range of vulnerable service users and ensure that your line manager is kept fully informed of any concerns.

**Key Accountabilities:**

1. To deliver services within the framework of Social Care and/or Health Care legislation.
2. To assess need and deliver support and programmes of intervention to a wide ranging group of service users in line with departmental standards.
3. To assess financial needs of service users and assist them in planning their individual budgets for accommodation and maintenance, including handling cash where necessary
4. To undertake visits, complete assessments and reviews, maintain records in accordance with policy and procedures within the requirements of the role.
5. To actively participate in and contribute to the professional development of yourself and others.
6. To deliver services within the services scheme of delegation for safeguarding Children & Adults and Local Safeguarding Board policies.
7. To participate fully in supervision, appraisals and practise observations as part of professional development and support.
8. To maintain an up to date knowledge and awareness of legislation, policy procedure and practise in the post holders field of work.
9. To participate in preparing reports for meetings, reviews planning meetings and other forums as required and appropriate.
10. To be responsible for planning and recording Pathway Planning meetings as required by the needs of the service user.
11. To visit service users at home and other external venues in accordance with standards, policy and procedures.
12. To manage complex situations and challenging behaviours associated with working with vulnerable adults and/or children

13. To work independently and flexibly, including lone working and, at times, outside of core hours to suit the needs of your clients.
14. To ensure that all services delivered take into account diversity and social justice issues.

<b>Generic Responsibilities:</b>	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health &amp; Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<b>Flexibility Clause:</b>	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
<b>Variation Clause:</b>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

**DATE:** Nov 2016

**COMPLETED BY:** Alt Qual Project

## Person Specification

**JOB TITLE:** Alternatively Qualified  
Worker Level 2

**POST NO:**

**GRADE:** 8

**DEPARTMENT:** People and Communities

**HOURS** 37

**DIVISION:**

**DIRECTOR:**

**DATE:**

**COMPLETED BY:** Alt Qual Project

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of human growth and development throughout all stages of the human life cycle, which includes specialist knowledge of either children or adults depending on area of role.</li> <li>Relevant legislation, guidance including: <ul style="list-style-type: none"> <li>List Adult's legislation</li> <li>List Children's legislation</li> <li>List Youth Justice legislation</li> </ul> </li> <li>Awareness of related key agencies.</li> <li>Understanding of partnership working.</li> <li>Knowledge of safeguarding practices</li> </ul>	<ul style="list-style-type: none"> <li>Work with unaccompanied asylum seekers (children and adults)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>A high level of personal drive and commitment to excellent customer care.</li> <li>Strong interpersonal skills with a range of people including young people and their families, service providers, colleagues and managers.</li> <li>Ability to make decisions and solve problems to meet service user needs and operational targets.</li> <li>Ability to meet agreed objectives and targets by effective use of resources.</li> <li>Information technology skills including the use of databases and word processing.</li> <li>Undertake necessary administrative duties</li> <li>Ensure the City Council's policies for fairness and respect are delivered including setting high personal standards.</li> <li>Take an active role in managing risk, health and safety and safeguarding issues.</li> <li>Ability to work on own initiative as well as part</li> </ul>	<ul style="list-style-type: none"> <li>Strong report writing skills</li> </ul>

	<ul style="list-style-type: none"> <li>of a team</li> <li>Ability to manage and develop effective strategies when working with young people presenting challenging behaviour.</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Working with vulnerable children and/or adults depending on service area.</li> <li>First hand experience of working with the public, face-to-face and by telephone</li> <li>Very recent experience of working within a Health and/or Social Care background</li> </ul>	<ul style="list-style-type: none"> <li>Work with unaccompanied asylum seekers (children and adults)</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>A levels/BTEC or equivalent qualified or equivalent experience</li> <li>Full driving licence (A &amp; I) - reasonable adjustments will be considered upon request</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*