

Department:	People and Communities
Division/Section:	
Job Title:	Alternatively Qualified Worker Level 1
Post No:	
Grade:	Grade 7
Reports to:	Advanced Practitioner/ Team Manager (dependant on service)
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<div style="text-align: center;"> <div style="border: 1px solid green; padding: 5px; margin: 0 auto; width: 150px;">Advanced Practitioner</div> <div style="border: 1px solid green; padding: 5px; margin: 10px auto; width: 150px;">Alternatively Qualified Worker Level 1</div> </div>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	N/A - state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring)
Job purpose:	To manage complex individual cases, including evaluating, supporting, planning and the coordination of services to vulnerable children/adults in accordance with national Social Work and Health Care legislation, regulations, guidance and local policies and procedures.

Main Duties and Responsibilities:

Key Responsibilities:

1. To evaluate and support the needs of individuals who either potentially or currently meet the eligibility criteria for services from the department where needs are of a complex nature.
2. Agree, implement, monitor and review support plans to ensure that services meet the needs identified and achieve the desired outcomes for individuals.
3. To support and act as key worker for designated clients as part of a multi-disciplinary team.
4. To work collaboratively with staff and a range of partner organisations to assess, plan and intervene with service users and/or their families
5. To engage with local authorities and other multidisciplinary agencies, which may include Police, Occupational Therapy, Physiotherapy, Mental Health Professionals, Substance Misuse Professionals, etc.
6. To promote dignity, choice and independence, supporting service users to maximise their potential and life opportunities.
7. 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.
8. 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.
9. 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 work as part of an integrated team and, together with other colleagues, undertake assessments.
2. To monitor and review of needs, developing support plans, ensuring effective implementation of support plans or other directly provided services as appropriate.
3. To communicate effectively both in writing and verbally, with service users and colleagues.
4. To work collaboratively with staff and a range of partner organisations to assess, plan and intervene with service users and/ or their families
5. To engage with local authorities and other multidisciplinary agencies, including Police, Occupational Therapy, Physiotherapy, Mental Health Professionals, Substance Misuse Professionals, etc.
6. To identify issues that require complex social work intervention including safeguarding and referring on to senior team members, as appropriate.
7. To work directly to a senior team member, particularly where a person's needs fluctuate between limited and complex support plan provision or work jointly with another team member where appropriate.
8. To prioritise and manage a caseload with support from a senior team member.
9. To visit service users in a range of locations, including their own homes, taking into account cultural and religious requirements.
10. To maintain a fair, calm and sensitive approach in all situations with colleagues and service users.
11. To carry out reviews following a period of support to identify service users' needs, and develop support plans taking into account eligibility criteria referring to more senior colleagues if required.
12. To maintain accurate and up to date records in accordance with policies and procedures.

13. To participate fully in supervision, appraisals and practice observations as part of professionals development and support.
14. To organise networks of care for those people with perceived less complex support needs, liaising with other professionals and service providers to ensure appropriate provision of services.
15. To implement and work to agreed quality standards for the service, including standards which support equality and value diversity.
16. To manage complex situations & challenging behaviours associated with working with vulnerable service users and/ or their families.
17. To work independently and flexibly, including lone working and, at times, outside of core hours to suit the needs of your clients.
18. To be willing to travel between locations.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.
To comply with all Health & Safety at work requirements as laid down by the employer.

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.

Flexibility Clause: 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.

Variation Clause: 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.

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.

DATE: Nov 2016 **COMPLETED BY:** Alt Qual Project

Person Specification

JOB TITLE: Alternatively Qualified Worker Level 1 **POST NO:**
GRADE: 7 **DEPARTMENT:** People and Communities
HOURS 37
DIVISION: **DIRECTOR:** Wendi Ogle-Welbourn
DATE: **COMPLETED BY:** Alt Qual Project

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge and understanding of good customer care. • Knowledge and understanding of current social care legislation and guidance relating to the work of the team. • Knowledge of safeguarding practices 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to communicate effectively both in writing and verbally, with service users and colleagues. • Ability to work as part of a team. • Ability to identify issues that require complex social work intervention and refer on to senior team members. • Ability to visit service users and their families within their own homes taking into account cultural and religious requirements. • Ability to be fair and calm in all situations with colleagues and service users. • Ability to identify and manage risks to service users. • Ability to establish and maintain relationships with internal and external agencies in order to maintain and pursue the outcomes from plans.. • Ability to identify potential Safeguarding concerns. 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with the public, face to face and by telephone. (A & I) • Experience of working within a Health and/or Social care background 	<ul style="list-style-type: none"> • Experience of working with vulnerable children/adults

QUALIFICATIONS	<ul style="list-style-type: none"> • Full driving licence (A & I) - reasonable adjustments will be considered upon request • GCSE (A-C) qualification or equivalent 	<ul style="list-style-type: none"> • NVQ level 3 in Health or Social Care.
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A & I) 	