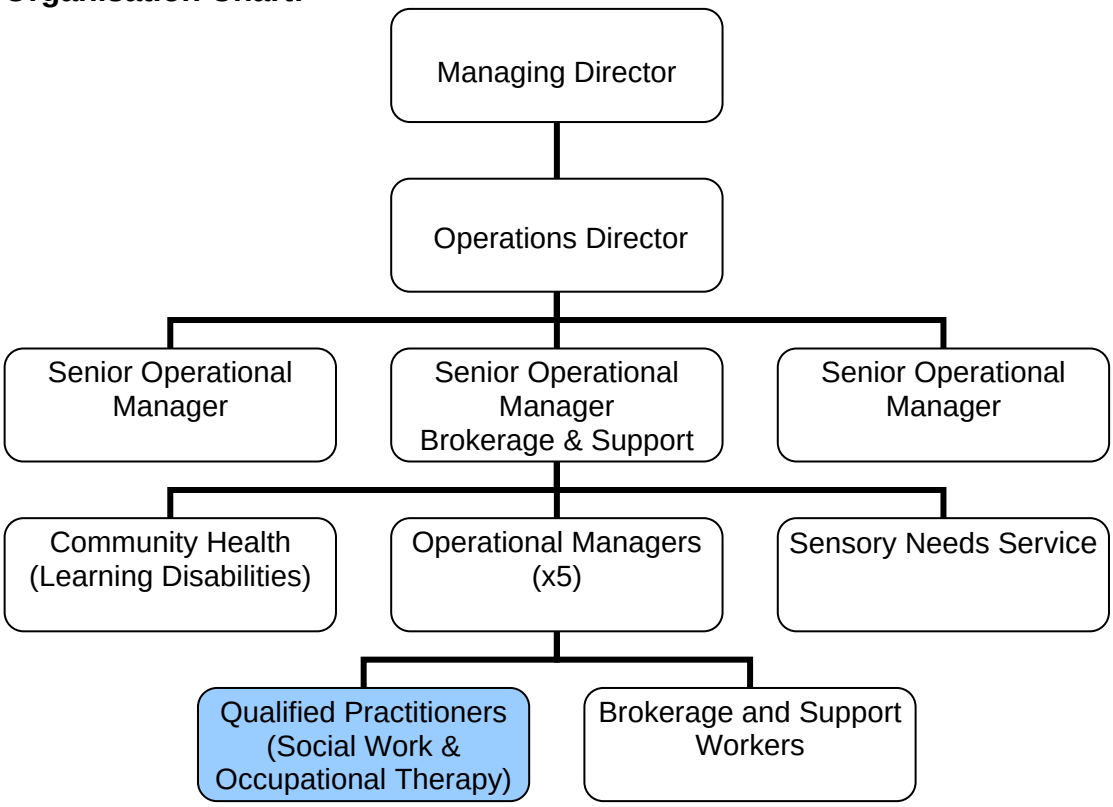
JOB DESCRIPTION

Job Title:	Social Worker Brokerage and Support	**Job Ref:**	6177
Reports to:	Operational Manager	**Location:**	The Forge
Grade:	7	**Salary:**	SCP 28-36
Employment status: Permanent			
Hours of work: Refer to job advertisement or contract of employment			
Service Purpose: To provide ongoing day to day Social Work Services and Brokerage including Support Plan Services to individuals who are assessed as meeting Wokingham Borough Council's eligibility criteria for Community Care Services or to private customers of Optalis.			
Job Purpose: To: • To provide day to day ongoing professional support to customers as required and, where possible, promote social change • To ensure a brokerage service is provided to identified customers using relevant professional specialism and helping customers use their personal budgets to achieve desired outcomes and improve their quality of life • Monitor and review Support Plan outcomes in line with procedures; assist in problem solving to enhance wellbeing using relevant professional skills			

Organisation Chart:



Scope:

Financial Accountabilities:

Budgets directly controlled	None
Budgets managed on day-to-day basis	None

Staff Responsibilities

Number of employees managed / supervised	None

Health and Safety responsibility:

In accordance with the provisions of the Health and Safety at Work Act 1974 etc. take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Company to enable the Company to perform or comply with its duties under statutory Health & Safety provisions.

Management of Physical Assets

Nature of physical assets direct controlled	None
Details of service contracts managed:	None

Summary of Main Contacts Optalis All levels of staff in the Company in the Brokerage and Support team and other departments / services External Customers of the Company, members of the public, commissioners, statutory bodies and agencies including Health, the voluntary sector, other service providers, professional body members	
Main Tasks / Accountabilities	**Approx % of working time spent**
• Carry out Support Planning with customers who require SW input to ensure individual needs are met	25%
• Responsible for a personal list of casework requiring SW input, providing information and advice to people and their carers. Alert manager when more senior input is required	20%
• Forward completed Support Plans for formal sign off, revising with customer as necessary to achieve sign off and so that plans can be implemented	10%
• Support customers in setting upper personal budgets and management arrangements to enable self-directed support	10%
• Arrange, implement and review support arrangements and resources, carrying out minor adjustments as necessary to ensure desired outcomes are achieved	10%
• Provide emotional support and respond to day to day ongoing problems encountered by caseload and colleagues.	10%
• Respond to / raise alerts in regard to Safeguarding issues and undertake Safeguarding Investigations where necessary	15%
	100%

PERSON SPECIFICATION

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process

Knowledge / Qualifications	**E**	**D**
• Qualification in social work	X	
• Registered with HPC or equivalent professional body	X	
• Good standard of Maths and English	X	
• Good knowledge of the needs of vulnerable adults and their carers	X	
• Knowledge of the principles and practice of risk assessment	X	
• An awareness of the function and operation of Eligibility Criteria within Adult Social Care	X	
• Sound understanding of Self Directed Support	X	
• Good knowledge of the relevant social care legislative framework	X	
Technical Skills	**E**	**D**
• Excellent IT skills, including Work and Outlook, plus the ability to work on any other IT system as required	X	
• Good written and verbal communication skills	X	
• Good telephone manner and ability to engage with people with communication difficulties	X	
• Good quality support planning and analytical skills	X	
• The ability to work under pressure to meet deadlines, managing a varied workload	X	
Experience	**E**	**D**
• Significant experience of working with vulnerable adults in one or more of the following areas: - Learning Disabilities - Older Persons - Physical Disabilities - Mental Health	X	
Special Factors	**E**	**D**
• An understanding of the emotional physical impact of illness / disability and sensory loss on individuals and their families	X	
• The ability to facilitate communication to engage customers and carers in the assessment process	X	
• The ability to handle highly sensitive information with a good understanding of confidentiality	X	
• Able to work with degrees of risk, change and conflict and to identify personal stress levels and to seek advice/support when necessary	X	
• Ability to undertake lone working in a range of settings, including people's own homes	X	
• Some availability to undertake work outside of normal office hours	X	
• Need to travel independently according to the nature of work required	X	

Behaviour Profile

Please ensure that you read the Behaviour Profile carefully as this will be used to assess candidates as part of the shortlist and interview process

	Degree Required	Behaviour Statement
Core Behaviours		
Personal Effectiveness	Facilitates	Facilitates decision making & makes decision, uses initiative & is accountable for decisions
Impact	Facilitates	Remains focused on detail, follows work/issues through; delivers what they have committed to, whilst considering their impact on others
Resilience	Facilitates	Optimistic about change; facilitates the progress of change; analyses the impact of change on their own job and work area; remains positive and future orientated
Joined up Thinking	Facilitates	Develops appropriate networks to facilitate effective working; takes account of the Company climate & culture; able to think beyond immediate role; appreciates the political framework within which the Company operates
Analysis & Judgement	Facilitates	Gathers information & facilitates sound, logical conclusions from that information; able to get the information needed without direction of manager; can articulate rationale for decisions
Interpersonal	Facilitates	Shares information; seeks to appreciate the role of other colleague/customer role & issues; facilitates issue resolutions & does not ignore minor issues that could lead to conflict
Customer & Community Focus	Facilitates	Ensures Customer Service standards are consistently met
Respect	Facilitates	Promotes & facilitates equality, diversity, rights & responsibilities of individuals; deals with difficult situations