

# Job Description and Person Specification



## Job Description

Job Title	Senior Practitioner		
Grade	8		
Service	Childrens Services		
Reports to	Team Manager		
Location	Coventry		
Job Evaluation Code		Job Family	



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our Priorities:** Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

As a member of Children's Services Management team, to take responsibility for the management and delivery of an effective and efficient service for children, adults, young people and their families. To assist the Operational Lead and Team Manager with the delivery of a professional service, through providing professional supervision. Adhere to the Social Work England code of practice for social workers.

As a member of the Council's Responsive Services, you will be a key person within Emergency Duty Team (out of hours social care) where you will offer essential support services, generally, outside of standard office hours to address urgent social care needs and ensure the likelihood of emergencies occurring is reduced. EDT ensure that any Social Care emergencies that cannot be safely left to the following working day are dealt with, responding to the whole of the community of Coventry including Children's Services, Housing, Adult Social Care and Youth Justice Services therefore considering the overarching principles and objectives of these disciplines.

Requests for support can include service users that are already known and/or accessing support already or users who have not come to the attention of services previously. An efficient response is required to all requests and if appropriate historic information should be reviewed and considered when dealing with matters. EDT fosters a person centred and anti-discriminatory approach to all Service User groups.

Overseeing and supporting Responsive Services children and family workers, and in partnership with agencies, the post holder will be responsible for responding to all requests for assistance received during the work shift with a particular focus on promoting and safeguarding the welfare of children, adults and families of Coventry until core working hours. To act as a main point of contact for callers including members of the public and professionals. Where necessary, providing advice, completing risk assessments, signposting, coordinating and planning of responses to calls/requests for support, which can at times include responding in person in a range of settings. Acting on behalf of the Local Authority within complex matters including providing instructions to legal services and representation within court. Completing administrative tasks to ensure the cohesion of Responsive Services.

Providing oversight and guidance to children and family workers on shift and casual staff whilst on duty maintaining accurate recording. To be responsible for the organisation and planning of work during the working shift according to agreed practice.

This role requires close liaison with the Team Manager, Operational Lead, key partner agencies, other organisations as well as colleagues on shift and at times the senior leadership team. To assume the EDT delegated scheme of responsibility and decision making that in core working hours is assumed by a Team Manager,

To advise line manager of any unmet needs, service deficits, resource implications and unresolved issues

To work within the budgetary and resource constraints applicable.

# Main Duties & Key Accountabilities

## Core Knowledge

- Work with adults, children and families in accordance with relevant legislation, local and national guidance and departmental policies and procedures. This is relevant to all aspects of the role; Adults, Children's, Youth Justice and Housing.
- Have a thorough working knowledge of relevant legislation, national standards, guidance, research, departmental policy and procedures, and institute legal processes where necessary.
- To keep up to date with relevant professional developments in relation to Childrens, Housing and Adults' social care.
- Attend and provide direct responses, support and guidance in a timely way with flexibility to ensure the safeguarding of service users with often complex and evolving needs.
- Carry out complex assessments and social work support to departmentally determined professional standards.
- In collaboration with children and families and other practitioners/agencies, coordinating a clear risk management to ensure the welfare of the person and/or family until core working hours are resumed.
- Delivering direct support and interventions to children and families.
- Where necessary, providing instructions to legal services and providing representation within Court.
- Assist the Team Manager as follows:
  - Offer professional supervision to members of the Team in line with departmental policy.
  - Advise staff within the Team on the proper interpretation of their role and practice in accordance with their position and level of accountability.
  - Assist in undertaking specific development tasks as agreed with the Team Manager.
  - Contribute to examinations of the needs of the service and development of action plans.
  - Contribute to effective communication within the team and support staff meetings.
  - Prepare work for formal supervision under the direction of the Team Manager and keep them informed of potential difficulties.
- To Chair and attend strategy meetings, case and other reviews/meetings as required. Ensure planning/support meetings, discharge planning meetings (where urgent), reviews are attended where necessary. Attend relevant meetings to progress plans as required.
- Liaise, and to work jointly, with colleagues and staff from other agencies, as appropriate, and liaise with other agencies on behalf of existing service users.
- Provide relevant and proportionate information on matters and liaise with other agencies and organisations. Oversee the appropriate information sharing by colleagues.
- Coordinate appropriate support packages/services whilst considering budget allocation
- As very experienced social workers, senior practitioner/supervisors are expected to:



- Have reached the level of ability where they can operate self-sufficiently (within normal arrangements for management accountability) in the application of relevant legislation, policy, procedures and social work theory.
  - Assume the EDT delegated scheme of responsibility and decision making that in core working hours is assumed by a Team Manager.
  - Accept full responsibility for managing incoming calls and requests for safeguarding advice which will include more vulnerable service users and those with particularly complex problems where liberty/safety are at stake.
  - Take full responsibility for the supervision of other staff, NQSW's, students and Social Workers and assist in the achievement of team/service development.
  - Develop specialist skills and concentrate on specific areas of work as required
- To contribute to the evaluation of the Organisational and Team's service Plan. To participate in a Performance Review and Development process and undertake a plan of training where necessary.
  - To performance manage the team to ensure the service achieves its objectives.
  - Maintain performance and develop practice and experience in line with personal targets as agreed with line manager through supervision.
  - To advise the Team Manager of any noteworthy matters arising from their Emergency Duty Team work.
- Actively participate in supervision and personal development and performance sessions as outlined in the departmental Policy as well as identify and attend personal and team training.
  - Contribute positively to continued development and improvement of the Service by active participation in meetings and achieve the objectives of the service.
  - Attend Training courses as required
- Maintain up to date and accurate records of cases using management information systems in accordance with departmental in line with CCC IT systems and Data Protection/Information Governance policies and departmental policies and procedures.
  - Record on a range of record management systems, contribute as necessary to meetings/reports both verbally and in writing as required.
  - Contribute to the collation of management information particularly around care packages, resource allocation housing support need, homelessness by ensuring that information is recorded accurately and promptly on the relevant database/forms to allow monitoring of progress/resource.
- The post holder should work flexibly outside of Rota shifts including, evenings and weekends to meet the needs of adults, children and families.
    - To maintain personal and professional training and development to meet the challenging demands of the job.
    - To comply with Social Work England Code of Practice for social care workers.
    - Any other duties and responsibilities within the range of the salary grade.
- To comply with the requirements of the Working Time Directive in respect of all working hours

- In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder's level, wherever they may be, to achieve the objectives of the Directorate.

**This job description applies to Senior Practitioner posts within Children's Services. The specific targets, tasks and priorities can be expected to vary between individual teams. Senior Practitioner posts are generic which means that, after initial placement upon appointment, post holders may be required – after personal consultation – to work within Children's Services at any location/team type across the city.**

## Key relationships

External	Internal
<ul style="list-style-type: none"><li>• Charities/third sector agencies</li><li>• Children's placements</li><li>• Education</li><li>• Health</li><li>• Housing</li><li>• Other Local Authorities</li><li>• Police</li><li>• Probation</li></ul>	<ul style="list-style-type: none"><li>• Adults Services</li><li>• All service areas in Childrens Services</li><li>• MASH Partners</li><li>• Help &amp; Protection Social Teams</li><li>• Human Resources</li><li>• LADO</li></ul>

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

Senior Practitioners may be required to provide supervision, guidance and oversight of new colleagues, students, NQSW's, children and family workers and sessional staff who work within the service.



## Person specification

Job Evaluation Code	Job Family
<b>Knowledge</b>	
A thorough knowledge of current children's legislation and national minimum standards affecting Adults, Children's Services, Youth Justice and Housing.	
A thorough knowledge of Social Care provision.	
Emergency Duty Team Practice and Procedures	
Knowledge of assessment methods, care management and casework methods.	
Understanding of equality issues, particularly within the context of delivering social care within Adults, Children's Services Youth Justice and Housing.	
Equal opportunities policies and how to provide services that are sensitive and relevant to all service users	
<b>Skills and Abilities</b>	
Able to undertake assessment of the needs of service users and carers, designing, using reports from other agencies, if necessary, implementing and reviewing care plans accordingly, and ensuring these procedures fully involve social workers.	
Effective communication skills, i.e. face-to-face, using the telephone, and writing complex letters, reports and records. Working under pressure, meeting deadlines and dealing with interruptions.	
Self-organisation skills, including coping with duty and an allocated workload, prioritising tasks to achieve goals and meet deadlines, be self-motivated, work autonomously and seek advice when necessary.	
A commitment to working in an anti-discriminatory and non-judgemental manner.	
Able to follow specific procedures and work within guidelines, using support and supervision appropriately.	
Able to recognise when to use statutory or "professional" authority, and use it sensitively and responsibly, with clarity over the role of the agency.	
The ability to act on behalf of the Council as an advocate in a formal setting.	
Ability to develop and maintain effective relationships with adults, children, young people and families as well as with partner agencies	
Basic ability to use appropriate information technology software packages.	
Able to independently manage a complex workload with appropriate supervisory input.	
Able to pursue and progress specialist areas of development/service as required.	
Able to offer professional supervision to social workers and other staff, as required, including matters of staff development and performance.	

Able to represent the service in other settings and court if required
Able to act as Lead Professional/key worker and co-ordinate and review support packages as part of a family support plan
Able to represent the service in other settings and court if required
The ability to work flexibly across all functions of the service, where demand dictates
Able to chair and take minutes withing meetings such as strategy meetings
Problem solving, investigative and analytical skills to be able to analyse and act on information provided
Ability to engage with finance management issues and it will be necessary handle cash/purchasing cards to support with purchasing certain items within CCC procurement guidelines.
The ability to travel in and around the city, as well as outside of the city as required
Presentational and training skills
Ability to work out of office hours on a rota basis
Able to maintain manual and computer records as required by Service policy and procedures
Ability to operate self-sufficiently and work unsupervised whilst guiding others
<b>Experience</b>
Carrying out a range of statutory work in childcare/child protection

Social work with complex adult, children and families including child protection, looked after children and court work
Having completed recording/administrative procedures in line with experience
Team membership and participation
Demonstrable experience of managing court processes.
Of relevant supervisory and management training.
Of working effectively with service users and carers, colleagues and other agencies via negotiation, counselling, giving and receiving information.
Of working independently to interpret and analyse varied and complex information or situations and to produce solutions in both written and verbal format.
Of being able to identify and respond to needs of clients which may be difficult
To use enabling approaches whenever possible
Demonstrable experience of the use of a range of evidence-based interventions to effect change with families.
Of incorporating research into social work practice
Of managing a mixed and complex workload, working under pressure and within time restraints
<b>Qualifications</b>
Dip SW, CSS or CQSW, or a CCETSW validated equivalent from another country.
Social Work England Registered
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	January 2025	<b>Date Reviewed</b>	
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