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| **Post title:** | EDT (Emergency Duty Team) Social Worker |
| **Grade:** | JK to L |
| **Responsible to:** | Team Manager |
| **Staff managed:** | None |
| **Directorate:** | Health and Adult Services |
| **Service:** | Emergency Duty Team |
| **Job family:** | **C&S - Care & Support** |
| **Date of issue:** | April 2017 |

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| Job context |
| * EDT provides a service for North Yorkshire Council CYPS and HAS Care and Support ,and City of York Council
* The principal responsibility of EDT is to respond to out of hours referrals where intervention from the local authority is required to safeguard a vulnerable child or adult, and where it would not be safe, appropriate or lawful to delay that intervention to the next working day.
* The EDT may also deal with referrals, which are not assessed as emergencies but where delay before intervention by day staff could cause deterioration in the welfare or safety of the subject of the referral.
* The EDT is not intended to provide the same level of service that is available during normal office hours. It does not have the resources to do so, either in terms of staff or access to information and support from partner agencies.
* The EDT service support Children’s and Adult’s social care to provide services which follow from specific legislation, including but not limited to:
* The Care Act
	+ Children Act 1989
	+ The Children Act 2004
	+ Working Together to Safeguard Children 2013
	+ DH Assessment Framework
	+ Carers and Disabled Children Act 2004
	+ Mental Health Act 1983
	+ Mental Capacity Act 2005
	+ Mental Health Act 2007
	+ As well as other Government guidance and policy.
* We are committed to providing good quality services to support children, adults, young people and their families.
* Enhanced DBS check required.
* The post holder will operate in an environment of transformational change and innovation.
* This role involves spoken communications so a confident use of English language is required.
* The scientific and clinical evidence demonstrates that vaccines provide significant protection against severe disease, hospitalisation and death from COVID-19.  [Research also suggests that those who are vaccinated are less likely to develop long COVID](https://www.gov.uk/government/news/ukhsa-review-shows-vaccinated-less-likely-to-have-long-covid-than-unvaccinated). The post-holder will support our North Yorkshire residents who are most at risk of serious illness from COVID-19 and therefore has a professional responsibility to preserve safety and to take all reasonable precautions necessary to avoid any potential health risks to themselves or others.   Whilst not a legislative requirement, it is highly desirable for successful candidates to have completed (or be willing to complete) a full course of COVID vaccination.
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| Job purpose | The core focus of this job is to be the single point of contact for the social care service – children’s, adults, young people and mental health, out of hours. While on duty the post holder will assess and prioritise incoming work ensuring that the appropriate response in line with procedure and using their professional judgement. The post holder will manage complex cases while on duty and will develop and share the specialist knowledge of other qualified professionals. |
| Operational Management: | * Manage more complex cases out of normal working hours.
* Manage and prioritise cases out of normal working hours
* Assess children, their families and vulnerable adults’ needs and make appropriate recommendations for services to achieve agreed outcomes. Evaluate situations and analyse and record in an appropriate manner
* Ensure professional decisions are made according to the highest standards, using an evidence base and stand up to scrutiny. Provide appropriate challenge to the decisions of other professionals if required.
* Understand your own role, and the importance of providing care or support through transitional periods.
* Maintain and update case notes and other records, write reports as required, give evidence in court in relation to care proceedings.
* Participate in multi-agency practice developments, e.g. sub groups on procedures, training, evaluation etc., undertake project, training and development activity as required, including multidisciplinary and multi-agency activities.
* Have a commitment to shared values and the common purpose of developing a culture if interagency working; including statutory bodies, third and private sector organisations
* Ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users
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| Communications: | * Provide advice and support to other professional staff in relation to complex cases.
* Establish rapport and respectful trusting relationships with children, adults, young people and families.
* Involve children and young people as appropriate when taking action that affects them.
* Encourage children, adults and young people to share information.
* Attend planning meetings, case conferences, strategy meetings and other appropriate forums for discussion and decision-making where appropriate.
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| Partnerships / corporate working: | * Strive for effective communication and teamwork with other practitioners and professionals. Provide professional advice and guidance as required.
* Ensure multi-agency engagement in all assessment and planning processes.
* Plan and commission services and support for children, young people and their families, vulnerable adults
* Liaise with colleagues in own and other departments and external agencies in order to gather information relevant to assessment and care planning activities.
* Represent the team/service at intra and inter agency meetings.
* Understand and promote your role in sustaining good relationships across agencies.
* Use appropriate systems for obtaining support and reporting concerns.
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| Resource management: | * Ensure you are familiar with and compliant with policies, procedures and good practice standards.
* Ensure service information is available to service users, their families and the general public as appropriate.
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| Systems and information: | * Use systems and information as appropriate to ensure appropriate information is recorded about cases, contacts and individuals.
* Maintain good case records, write reports as required in line with departmental standards.  If required, give evidence in court in relation to care or other proceedings.
* Adhere to professional and organisational procedures on confidentiality, information governance and data protection maintaining appropriate boundaries with service users and their families.
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| Safeguarding: | * Be responsible for promoting and safeguarding the welfare of children, adults and young people that you are responsible for and come into contact with.
* Use relevant systems to protect children and adults effectively.
* Complete assessments within timescales, develop care plans and provide support for children and their families, and vulnerable adults
* Provide support and advice to carers and encourage the development and maintenance of appropriate support networks and services within individual homes or in the community
* Take necessary statutory or other action in relation to the safety of children, vulnerable adults including emergency situations, and liaison with other agencies as necessary in such cases.
* Investigate allegations of neglect, abuse or ill-treatment, in accordance with relevant legislative requirements and child protection procedures; undertake assessments of risk and need; where appropriate, arrange accommodation for children and young people.
* Apply for Child Assessment Orders and Emergency Protection Orders.
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| Person specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Knowledge and experience of good practice standards in relation to children, adults and families at a local level
* Knowledge of the legal framework for working with children, adults and families.
* Understand the role and value of families and carers as partners in supporting their children and adults to achieve positive outcomes.
* Substantial post-qualifying experience within a relevant professional field.
* Substantial case management experience of cases with complex, professional and ethical issues; which may include including adult and/or child protection, court proceedings, case conferences and other formal processes.
* Substantial experience of multi-disciplinary working; which may include with children in need, looked after children, child protection, safeguarding adults and mental health.
 | * Awareness of current national developments for children, adults and families.
* Substantial experience as a senior practitioner in a relevant professional field.
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| Occupational Skills* Ability to deliver all aspects of children and adults work, including mental health, adult safeguarding and child protection.
* Developed practice skills for this client group, including the ability to engage and communicate with children, young people, adults and families, and with a range of other stakeholders.
* Ability to prepare written assessments, reports and service plans to a high professional standard.
* Ability to organise and prioritise workloads effectively and to meet necessary timescales.
* Ability to meet targets and manage own performance across a broad multi-disciplinary range.
* Ability to deliver services and practices to agreed standards are maintained.
* Support and challenge partners and other professional staff to ensure service and practices are delivered to the appropriate standards.
* Ability to present, explain and negotiate the services’ activities and objectives in a wide range of contexts.
* Competent in word processing, creating and manipulating spreadsheets, data inputting, accessing information from databases and electronic communication. Expert skills with electronic case recording systems.
* Customer-facing role requiring the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
 | * Planning and project management skills
* Ability to plan and develop new ways of working, including integration with other key agencies.
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| Behaviours * [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0)
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| Professional Qualifications* Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA, AMHP)
* Current registration with HCPC
* Supervision for managers’ module
* Evidence of further progress in PQ development
 | * Advanced or post-qualifying professional training.
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| Other Requirements* Ability to travel across the County
* Ability to attend meetings outside of normal business hours
* Post holders will work to an out of hours rota, which includes weekend working and bank holidays.
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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
* Progression is available from Grade K to Grade L. To progress to Grade L the post holder will achieve or hold the AMHP qualification and will therefore deal with cases requiring a statutory mental health assessment under the Mental Health Act. A qualified AMHP will be expected to maintain their qualification status and authorisation to practice in North Yorkshire in order to remain at Grade L.
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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.