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| **Job Specification; Sample Content****Social Worker Team Leader (3902)** |
| **The following template provides sample content for the above role.** **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** |
| **Reporting Relationship** | ***For Example:*** The post holder’s professional reporting relationship for clinical governance and clinical supervision will be to the Principal Social Worker. S/he will also be responsible for the line management and supervision of Social Workers and Social Care staff on the team. |
| **Purpose of the Post**  | ***For Example:*** The purpose of the post is to manage the provision of a social work service within a multidisciplinary context and in so doing, ensuring a person centred service to individuals and families. |
| **Principal Duties and Responsibilities** | ***For Example:*** *The Social Worker Team Leader will:***Professional / Clinical** * Deliver a quality service to service users ensuring professional standards are maintained in accordance with the requirements as set out by CORU <https://coru.ie/files-education/swrb-standards-of-proficiency-for-social-workers.pdf>
* Ensure the delivery of social work services is in accordance with CORU’s Code of Professional Conduct and Ethics for the Social Work profession, relevant legislation and HSE policies, procedures, guidelines and protocols.
* Work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020. [***Please include or delete this bullet where relevant***.]
* Incorporate Social Work values and ethical principles in planning, developing, implementing and reviewing interventions.
* Ensure the implementation of models of best practice / evidence based practice.
* Be responsible for the management of the day-to-day provision of the social work service in conjunction with the Principal Social Worker.
* Take direct responsibility for a defined caseload as required / directed by the Principal Social Worker, in particular cases that require a high level of experience and expertise.
* Manage / provide an initial assessment service to mental health service users and their families / carers and develop referral procedures with other social work networked services.
* Make it possible for service users to advocate for their own needs, or where appropriate advocate on behalf of service users.
* Promote independence, self-reliance, self-determination and empowerment with persons in their environment, with families and local groups.
* Ensure the delivery of social work services in an integrated and multidisciplinary manner with a range of statutory and voluntary groups and organisations.
* Ensure the promotion of the social model of care and recognition of the social determinants of health and well-being.
* Ensure anti-discriminatory practice and cultural competence, at individual and service levels.
* Participate in working groups / committees / fora as agreed by the Principal Social Worker.
* Chair, attend and manage a range of meetings including case conferences as required.
* Attend court, tribunals etc. as and when required.
* Keep the Principal Social Worker fully informed and up-to date on all significant matters.

**Education & Training*** Maintain standards of practice and levels of professional knowledge by monitoring and reviewing the standards within their area of responsibility, participating in and organising continuous professional development initiatives and professional development planning.
* Keep updated on current and impending legislation and the perceived impact on practice.
* Keep abreast of developments in national policies and strategies and international best practice.
* Keep up to date with organisational developments within the Irish Health and Social Services.
* Actively engage in staff development and training by making recommendations with regard to the ongoing education, mentoring, training and in-service needs of social workers.
* Manage, participate and play a role in the practice education of students.
* Act as a resource by participating in and promoting the education and training of Social Work colleagues, other health professionals and service user groups including clinical audit and research.
* Foster an understanding of the role and contribution of social work by providing professional consultation and education to other members of the service.
* Take an active role in professional clinical supervision and engage in reflective practice in accordance with CORU requirements and the local / national Supervision Policy.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Health & Safety*** Comply with and contribute to the development of policies procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
* Document appropriately and report any near misses, hazards and accidents and bring them to the attention of designated individual(s) in line with best practice.
* Work in a safe manner with due care and attention to the safety of self and others.
* Be aware of risk management issues. Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Comply with procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices.
* Promote a culture that values diversity and respect.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Management*** Provide leadership and motivation in optimising service delivery, developing teams and promoting change management.
* Be responsible for the probationary appraisal of staff and the completion of probationary appraisal reports as required. Make appropriate recommendations regarding whether employees’ standard of work during probation is satisfactory and whether appointments should be confirmed.
* Ensure compliance with and implement HR policies and procedures and guidelines.
* Manage a budget as defined by the Principal Social Worker.
* Contribute to a range of reports including annual reports, performance indicators etc. as required.
* Contribute to the development and implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways.
* Contribute to service plan process by recognising and replicating successful interventions and by identifying unmet needs and service requirements into the future.
* Maintain a high standard of documentation, including service user files in accordance with local guidelines, the Freedom of Information (FOI) and GDPR Acts.
* Ensure the maintenance of service user and data confidentiality.
* Deputise for the Principal Social Worker as required.
* Assist in ensuring that the social work service makes the most efficient and effective use of developments in IT.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Skills, competencies and/or knowledge** | ***For Example:*** *The candidate must demonstrate***Professional Knowledge & Experience** *For example:** Demonstrate sufficient professional knowledge to carry out the duties and responsibilities of the role safely and effectively within the legal, ethical and practice boundaries of the profession.
* Demonstrates knowledge of the various theoretical models, approaches and interventions that apply in current practice.
* Demonstrates a commitment to promoting and applying evidence based practice and research.
* Demonstrate a clear understanding of risk assessment.
* Demonstrate the ability to utilise supervision effectively and a commitment to continuous professional development.
* Demonstrate a willingness to engage with ICT and develop ICT skills relevant to the role.

**Planning and Managing Resources**  *For example:** Demonstrates the ability to effectively plan activities and co-ordinate resources to ensure value for money and maximum benefit for the organisation.
* Demonstrates the ability to manage self and others in a busy working environment including the ability to prioritise and effectively handle multiple tasks.
* Takes responsibility for the achievement of delivery targets by regularly monitoring, recording and reporting performance statistics / information.
* Demonstrates innovation in aiming to work within resource limitations to sustain and enhance the service while promoting a model of person-centred care.

**Managing & Developing (Self & Others)***For example:** Demonstrates the ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others.
* Actively promotes multi / interdisciplinary team working.
* Demonstrates effective leadership, providing clear direction for staff in relation to the goals of their function and how they fit in with the broader organisational strategy.
* Motivates and empowers staff by appropriately delegating responsibility and authority.

**Commitment to providing a Quality Service***For example:** Accepts accountability for standards of performance in area of responsibility.
* Monitors and reviews the work of the team to ensure its quality and accuracy.
* Demonstrates initiative and innovation in identifying areas for service improvement.
* Motivates self and others in facilitating change and improving service delivery.
* Promotes the service user as expert through experience by involving service users in care planning, decision-making and service development.

**Evaluating Information and Judging Situations** *For example:** Formulates, articulates and demonstrates sound clinical reasoning / synthesises and analyses information available
* Regularly quantifies and evaluates activities against service plans and takes timely action to correct potential difficulties.
* Confidently explains the rationale behind decisions when faced with opposition or competing demands.
* Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input.

**Communications and Interpersonal Skills***For example:** Displays effective communication skills (verbal & written).
* Maintains a professional relationship in all communications, treating others with dignity and respect
* Demonstrates the ability to work collaboratively with others to understand and establish expectations and desired outcomes.
* Demonstrates sensitivity, diplomacy and tact when dealing with others, is patient and tolerant when dealing with conflict situations.
* Demonstrates strong negotiation skills, remains firm but flexible when putting forward a point of view.
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