

Principal Duties and Responsibilities

The Social Worker Professionally Qualified 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>
- Work within current legislation, relevant policies and procedures, guidelines and protocols as laid down by the employer.
- [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.](#)
- Incorporate Social Work values and ethical principles in planning, developing, implementing and reviewing interventions.
- Implement models of best practice / evidence based practice.
- Provide a direct point of access for the local community / designated service area and undertake initial and standardised psycho social assessments and interventions to individuals, families and groups following the appropriate referral pathway.
- Identify service users' individual and collective needs in partnership with them and co-create early interventions and / or social action strategies to meet those needs.
- Manage and prioritise a caseload appropriate to the post.
- Provide supportive emotional and practical support, develop strategies to support service users based on their presenting needs as well as providing information and advice appropriate to service users and their family's needs.
- Adopt a holistic approach aimed at enhancing the quality of life, health and social well-being of service users within the designated service area.
- 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.
- Plan, deliver and engage in co-produced interventions as appropriate with individuals, families, groups, organisations and communities.
- Participate and take leadership in community needs assessment and on-going community involvement including initiating and participating in prevention and health promotion activities such as group work and clinics.
- Deliver social work service in collaboration with other disciplines / agencies as required, in appropriate settings reflecting the needs of the service user.
- Work within a key worker / case worker system, providing a co-ordinating role for case management where appropriate.
- Assess where social conditions are a major factor in health and social wellbeing, consult and plan with the service user / relevant team / service and arrange appropriate social services for those who need them.
- Monitor and evaluate outcomes of person centred care plans for individual service users in a collaborative and consent led manner.
- Promote anti-discriminatory practice and cultural competence.
- Actively participate as a member of the team / service in team building and change management initiatives.
- Attend case conferences, meetings and other relevant fora as required.
- Attend court, tribunals etc. as required.
- Keep Line Manager fully informed and up-to-date on all significant matters.
- Deputise for Line Manager as agreed / appropriate.

Education & Training

- Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives as appropriate and in meeting CORU expectations.
- Keep up to date with advances in Social Work research, and on-going review and evaluation of literature relevant to the assigned area.
- 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 career and professional development planning in collaboration with the Social Work Team Leader / Principal Social Worker.
- Keep abreast of developments in national policies and strategies and international best practice.
- Keep up to date with organisational developments within the Irish Health Service.
- Act as a resource by participating in the induction, education and training of Social Work colleagues, other health professionals and service user groups as required.
- Participate in the practice education of student Social Workers.
- Foster an understanding of the role and contribution of social work by providing professional consultation and education to other members of the service.
- 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.

Administrative

- Maintain a high standard of documentation, including service user files in accordance with local guidelines, the Freedom of Information (FOI) and GDPR Acts.
- Maintain accurate up to date records and files, and submit activity data as required.
- Write accurate, clear, concise and purposeful reports.
- Contribute to the development and implementation of information sharing protocols and audit systems.

- Contribute to policy development, performance monitoring and budgetary control of service in conjunction with the Social Work Team Leader / Principal Social Worker.
- Collaborate with the Social Work Team Leader / Principal Social Worker or designate in developing the role of the Social Worker and the service e.g. through planning, audit, production of standards, continuing education, quality improvement initiatives and research.
- 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

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.
- Demonstrate experience of applying evidence based practice.
- Demonstrate an ability to apply knowledge to best practice.
- Demonstrate ability to utilise supervision effectively.
- Demonstrate a willingness to engage with ICT and develop ICT skills relevant to the role.
- Demonstrate commitment to continuing professional development.

Planning and Managing Resources

For example:

- Demonstrates the capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care.
- Demonstrates an ability to handle a varied caseload in a flexible and responsive manner and to effectively handle multiple tasks.
- Foresees potential problems or competing priorities and takes appropriate action to ensure service standards do not suffer / deadlines are met.
- Demonstrates innovation in aiming to work within resource limitations to sustain and enhance the service.

Team Skills

For example:

- Demonstrates an ability to work on own initiative as well as part of a multidisciplinary team.
- Demonstrates a willingness to get involved and assist others as appropriate.
- Reacts constructively to setbacks, is able to maintain professionalism and manage situations where conflict arises.
- Empathises with others and seeks to understand their frustrations.

Commitment to providing a Quality Service

For example:

- Demonstrates a commitment to the delivery of a high quality, person centred service.
- Demonstrates initiative and innovation in identifying areas for service improvement.

- Demonstrates an ability to be flexible and embrace change in order to enhance service delivery and improve service user care.
- Displays an awareness and appreciation of the service user as expert through experience including promoting the involvement of the service user in care planning, decision-making and service development.

Evaluating Information and Judging Situations

For example:

- Demonstrates the ability to critically analyse, evaluate information, and make effective decisions with regard to service user care.
- Demonstrates the ability to think ahead to the consequences of decisions and considers precedence to ensure consistency.
- Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input.
- Recognises when it is appropriate to refer decisions to a higher level of authority or to include other colleagues in the decision.

Communications and Interpersonal Skills

For example:

- Displays effective communication skills (verbal & written).
- Tailors the communication method and the message to match the needs of the audience.
- Demonstrates effective interpersonal skills. Is sensitive to issues arising from multiple stakeholders, is patient and understanding.
- Demonstrate the ability to empathise with and treat others with dignity and respect.
- Anticipates and recognises the emotional reactions of others when delivering sensitive messages.
- Demonstrates good negotiation skills, is assertive as required.