

**Manchester Local Care Organisation
Role Profile
Social Worker, Grade 7**

Reports to: Senior Social Worker/Team Manager

Job Family: People Care and Support Direct

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partner (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Key Role Descriptors:

The role holder will work to provide direct support for service users and their families in accordance with statutory responsibilities and local and national policies and procedures in order to secure positive outcomes for the customer.

The role holder will work with City Council colleagues, partner agencies and stakeholders to effectively manage and plan for present and future risk situations of service users.

The role holder will assess and plan person-centred packages to meet the individual needs of service users to promote their independence.

The role holder will supervise and develop students and trainees and actively contribute to the development of other staff.

Key Role Accountabilities:

Develop and manage a relationship to support service users and their families in line with statutory obligations through complex decision making to allow service users to access improved future opportunities.

In conjunction with partner agencies and stakeholders, effectively assess and plan service users' individual needs to ensure positive outcomes for Manchester residents.

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Develop positive and effective solutions in all aspects of service delivery and engagement, focusing on the quality of outcomes for service users.

Collaborate with internal and external colleagues and stakeholders to actively contribute to the development and delivery of the service within Manchester City Council and partner organisations.

Engage with stakeholders in the private and public sectors and across local communities to encourage a collaborative and transparent approach that promotes service users' needs across a range of existing and new initiatives.

Efficiently maintain accurate and appropriate records in accordance with statutory targets and City Council, local and national policy and procedures to evidence achievement of service targets and improvements in delivery.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

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Role portfolio:

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) is a partnership organisation established 1st April 2018 to provide and manage integrated community health and social care across the city of Manchester.

MLCO's vision is 'Leading local care, improving lives in Manchester, with you'. We want to support people to live healthy, independent, fulfilling lives and be part of a thriving and supportive community. We want people to have fair and equitable access to health and social care services, receiving effective, safe, compassionate care, closer to their homes.

To provide care closer to home, MLCO will operate across three localities in Manchester – the North locality, South locality and Central locality. Within each locality there will be locality wide services and teams and four Integrated Neighbourhood Teams. City-wide services will continue to be provided for specialist adult services and children's services.

The roleholder will work in a person centred, strengths based way to achieve positive outcomes for the individual, supporting them to maintain their independence, and providing and promoting choice and control of their support to enable them to maintain their lives in their local community. The roleholder will be required to manage a complex caseload and undertake social work assessments and reports to ensure effective statutory services support.

The roleholder will be required to recognise and identify safeguarding, taking a person centred approach to safeguarding in accordance with the Care Act 2014.

A significant part of your role will be to identify risks to the individual and respond appropriately; securing appropriate levels of funding where required and provide an effective response to safeguarding issues in line with local policy and procedures.

The roleholder will have a holistic approach to work with a keen focus on reducing inequalities and supporting citizens, their carers and families to develop their resilience and improve their outcomes.

This role may be based in any area of Adult Social Work, including Integrated Neighbourhood Teams, Hospitals, Learning Disability or any specialist team.

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We show that we value our differences and treat people fairly
- We work together and trust each other

General Skills

- **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
- **Planning and Organising Skills:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources. Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **Problem Solving and Decision Making Skills:** Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
- **ICT Skills:** Ability to use IT systems to retrieve, record and update information and willingness to learn to use new systems.
- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework

Technical Requirements (Role Specific)

- Social Work Qualification
- Willing to consent to and apply for an enhanced Disclosure and Barring Service (DBS) check
- Registered with Social Work England
- Willingness to travel to any location within the boundaries of the city of Manchester

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