**Manchester Local Care Organisation**

**Role Profile**

**Social Worker, Multi-Agency Safeguarding Hub**

**Grade 7**

**Reports to: Social Work 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.

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.**

**Role portfolio:**

The Adult Social Care (ASC) Multi-Agency Safeguarding Hub (MASH) & Early Help & Targeted Support Team will deal with new contacts that could range from advice and guidance, concerns for welfare and safeguarding concerns. To make every contact count to enable adults to have choice and control, maintain their independence, wellbeing, safety and mitigation of avoidable risk or harm.

Within the ASC MASH & Early Help & Targeted Support Team, information from different agencies will be collated using a strengths-based conversation model to inform what proportionate action may be required. As a result, the agencies using an multi disciplinary team (MDT) model will be able to act in a timely, coordinated and consistent way to enable adults to achieve their desired outcomes to live their best lives.

The MASH & Early Help & Targeted Support Team involves representation from the City Council, Police, Health and other partners working together in the same location. Virtual links will exist to other services and agencies, such as Primary Care, VCSE, probation, housing and early help services.

A key facet of the role will be supporting and integrating MASH with the delivery of the Early Help workstream of Better Outcomes Better Lives (BOBL) programme. BOBL is Adult Social Care’s central long-term transformation programme, of practice-led change focused on supporting the people of Manchester to achieve better life outcomes with less dependence on formal care.

The aim of the Early Help workstream is to develop a new integrated Adult’s Front Door model where professional capacity in the form of the Early Help & Targeted Support Team will work with the ASC Contact Centre function to ensure that the right tools, skills and knowledge are available to support the best outcomes by making every contact count.

**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 work together and trust each other
* We show that we value our differences and treat people fairly

**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
* To comply with legislation, the roleholder is required to be fully vaccinated from COVID-19 or medically exempt