

Job Description

Social Worker

Reference: 3985

Date: April 2026

Job Family:	Care / Adults Social Work
Level:	2
Band:	8
Career Track:	Technical Professional, Supervisory

Job Purpose

To provide a social work service under the supervision of line manager, within a specific locality and with a specific user group with highly complex needs, providing direct services or arranging for therapeutic services concentrating on the more complex problems presented. This includes undertaking statutory, care management and safeguarding adult's duties and assisting in the development of other staff, students and services.

To be part of a team providing a Statutory Social Work Service within Northumberland.

Service Purpose

Adult Social Care in Northumberland provides support to adults to live safe, fulfilling and independent lives within their communities. We work in partnership with individuals, families and local services to provide timely advice, high-quality care, and proportionate support that promotes wellbeing, protects people from harm, and enables choice and control. It fulfils the council's statutory duties under the Care Act. Our purpose is to ensure people receive the right support at the right time, helping them achieve the best possible outcomes.

Duties and Responsibilities

Case Management & Direct Practice

- Manage a complex and varied caseload, working with service users in diverse and sometimes challenging circumstances.
- Undertake holistic assessments of service users and carers, devising and implementing plans that address identified needs.
- Assess and manage risk using an evidence-based approach.
- Monitor, review and update care plans, ensuring they remain appropriate and effective.
- Work directly with service users and families during crisis, promoting safety, wellbeing and timely intervention.
- Support safe hospital discharge and prevent family/carer breakdown, promoting return-home outcomes where appropriate.
- Carry out specialist assessments and functions relevant to the post (e.g., AMHP or BIA).

Collaboration, Partnership & Communication

- Build and maintain effective working relationships with service users, families, groups and multi-agency partners.
- Apply local thresholds for intervention, stepping cases up or down appropriately.

- Case manage and record work in line with statutory requirements, ensuring accurate and timely documentation.
- Use ICT systems competently and effectively to support case management and decision-making.

Professional Practice, Quality & Development

- Use social work tools, research and best practice to underpin professional interventions.
- Model, share and promote good practice, including coaching and mentoring less experienced colleagues.
- Supervise students as agreed, contributing to their professional learning and development.
- Participate in projects, initiatives and training that support service improvement and maintain up-to-date CPD.
- Work in line with professional standards, codes of practice and regulatory ethical guidelines.
- Participate in the office duty system as required.

Person Specification

Professional and Technical Requirements

Qualifications

- Degree in Social Work (DipSW, CQSW, CSS or equivalent)

Skills, Knowledge and Experience

- Completion of the Assessed and Supported Year in Employment (ASYE).
- At least two years' post-qualifying experience working with an appropriate adult client group.
- Experience of carrying and managing a full and varied caseload.
- Current Social Work England registration.
- Up-to-date understanding of key issues affecting adult social work practice.
- Knowledge of safeguarding adults practice and associated statutory responsibilities.
- Understanding of the Mental Capacity Act and its application in adult social care.
- Experience of working with adults with complex needs.
- Ability to undertake holistic assessments and apply evidence-based approaches.
- Competence in risk assessment within adult social care settings.
- Ability to use ICT systems effectively to support professional practice.

Core Competency Requirements

Communication: Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.

Collaboration: Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.

Service Delivery: Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.

Decision-Making: Uses evidence and judgement to resolve issues and improve delivery.

Digital & Data Literacy: Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making

Adaptability: Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.

Problem-Solving: Analyses problems and applies knowledge to develop practical solutions and suggest improvements.

Community & Customer Focus: Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.

Leadership: Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

Analytical: You seek and analyse information to inform your decisions, based on the best available evidence.

Authentic: You are self-aware and true to yourself in all situations, even when under pressure.

Catalyst: You are self-motivated to act towards achieving a goal. You are confident using your own initiative to take forward actions

Challenger: You can bring fresh perspective whatever the situation or context. You see other people's views and appreciate that there are many different angles to consider.

Courageous: You are an innovator who tries new approaches. You push yourself to work outside your comfort zone.

Desirable

Relevant post-qualifying awards and training, including specialist social work qualifications (e.g., Practice Educator, Safeguarding) and any training specific to the post.

Up-to-date professional knowledge, including current legislation, research, policy, and areas such as the Hospital Discharge Policy and solution-focused models of practice.

Experience and capability in staff supervision, including supervising staff or students and applying supervision skills in practice.