

## Job Description

# Adult Social Work Officer

## Known as Social Work Support Assistant

Reference: 2129

Date: April 2026

**Job Family: Care / Adult Social Work**

**Level: 2**

**Band: 5**

**Career Track: Technical Professional, Supervisory**

## Job Purpose

The Social Work Assistant contributes to the effective delivery of Adult Social Care by providing assessment, support, and care management to adults with less complex needs. Working under the guidance of a Team Manager, the role ensures individuals and families receive timely, person-centred interventions that promote independence, wellbeing, and safety. The post-holder manages a defined caseload, undertakes risk assessments, coordinates care plans, and collaborates with multidisciplinary partners to achieve positive outcomes. By offering practical assistance, advocacy, and consistent review of care arrangements, the role supports the wider service in meeting statutory responsibilities and delivering high-quality, community-focused care.

## 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

### Assessment & Care Planning

- Undertake assessments of adults and families with less complex social care needs, including carers' assessments, risk assessments, and mental capacity assessments where appropriate
- Develop person-centred care plans that address assessed needs, promote independence, and reflect service-user choice, ensuring plans are monitored and reviewed.

### Case Management

- Manage a defined caseload of less complex cases, working autonomously while seeking guidance for more complex situations.

- Co-work more complex cases when required, providing practical support and contributing to shared planning and review.
- Maintain accurate case recording and reports in line with statutory and organisational requirements, utilising relevant IT systems.

### **Direct Support & Practical Assistance**

- Provide practical assistance, advocacy, advice, and recovery-focused support to service users, including assisting with hospital discharge and signposting/referring to other services.
- Support group work sessions with clients or families, particularly where needs are more complex.

### **Partnership & Multi-Agency Working**

- Communicate and collaborate effectively with multidisciplinary professionals, agencies, families, and carers, sharing information verbally and in writing.
- Participate in duty systems, meetings, and working groups, contributing to problem-solving and service development.

### **Compliance, Safeguarding & Professional Practice**

- Adhere to safeguarding procedures, policies, and statutory responsibilities, ensuring safe practice and appropriate risk management.
- Undertake mandatory training and ongoing professional development, maintaining up to date knowledge and reflective practice.
- Plan and manage workload effectively, including diary management, lone working, travel (including transporting clients/equipment), and working flexibly outside normal office hours when needed.

## **Person Specification**

### **Professional and Technical Requirements**

#### **Qualifications**

- Level 3 Qualification in Social Care (or equivalent)
- Functional skills level 2 in literacy and numeracy.

#### **Knowledge, Skills and Experience**

- Experience working with adults and families in a paid or voluntary capacity.
- Experience working with mental health clients and/or older people.
- Ability to contribute to assessments, supported by relevant professional theory.
- Potential to develop advocacy and counselling skills to the required service level.
- Ability to operate systems and procedures effectively, including case management processes.
- Knowledge of safeguarding procedures and associated responsibilities.

- Positive attitude towards supervision and training, with willingness to undertake new challenges.
- Commitment to anti-discriminatory practice, including combating ageism and disability-related discrimination.
- Physically able to meet the demands of the role, including assisting with transporting clients and equipment.

## 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

**Disciplined:** You are someone who works accurately and consistently within procedures, policies, and statutory guidelines, ensuring that records, assessments, and care plans meet required standards.

**Precise:** You are attentive to detail, ensuring that your assessments, reports, and case notes are accurate, thorough, and free from errors.

**Preventer:** You are proactive in identifying risks early, thinking ahead to prevent problems before they occur and ensuring the safety and wellbeing of adults and families.

**Resilient:** You are composed and steady in challenging or emotionally demanding situations, able to recover quickly from setbacks and maintain professionalism.

**Learner:** You are curious and committed to continual development, actively seeking out training, supervision, and new knowledge to improve your practice.

## Desirable

Eligibility or potential to study at higher-education level, demonstrating readiness for future professional qualification routes.

Interest in undertaking relevant professional qualifying training, indicating motivation for progression within social care practice