

OUT OF HOURS SOCIAL WORKER / AMHP



Role Profile

Title	Out Of Hours Social Worker / AMHP	
Grade	Career Grade H & I	
Reference:	NI023	
Reports to:	Team Manager	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Professional	
Primary purpose of role	<p>This is an Out of Hours Service statutory role providing an emergency social work service to children, adults and mental health service users. The post holder is responsible for responding to all referrals to the Out of Hours Service which require prompt professional intervention, as defined by the relevant legislation, guidance, policies and procedures.</p> <p>The primary purpose of the post holder is to:</p> <ul style="list-style-type: none"> ▪ Safeguard children and young people, who have either suffered or who are likely to be at risk of suffering significant harm as defined by the Children Act 1989. This role also encompasses other statutory duties and responsibilities of Children's Social Care as defined by legislation, council and departmental policies and procedures. ▪ Safeguard vulnerable adults. This role also encompasses the statutory duties and responsibilities of Adult's Social Care as defined by legislation, council and departmental policies and procedures. ▪ Carry out specialist Mental Health Act assessments in collaboration with representatives from other agencies. Design appropriate packages of care for people who have complex mental health needs, having regard to mental health legislation and guidance, council and departmental policies and procedures. <p>This post involves regularly caring for, supervising, training or being in sole charge of vulnerable children and adults.</p> <p>This is a career grade role profile and progression is accumulative. This means that Grade H outlines the core attributes of the role, whilst Grade I outlines the additional tasks and responsibilities regularly carried out by post holders who have acquired the Approved Mental Health Professional qualification.</p>	
Key accountabilities and key measures	Role Outcomes	
	Grade H	Grade I
	<ul style="list-style-type: none"> ▪ The post holder is responsible for organising their own workload ensuring that vulnerable children and adults are seen and statutory commitments are met within the prescribed timescales. (20%) 	<ul style="list-style-type: none"> ▪ The role of the Approved Mental Health Professional is heavily bound within a strict legislative and regulatory framework such as the Mental Health act 1983 and the Mental Capacity Act 1990. (15%)

	<ul style="list-style-type: none"> Assess and support vulnerable adults to live independently and enable them to manage their own lives in the context of statutory duties. (15%) Provide advice and support to assist vulnerable adults in finding suitable accommodation. (15%) Assess and provide temporary accommodation to vulnerable service users who are unintentionally homeless and in priority need within the legislative and regulatory framework of the Housing Act 1996, Homelessness Act 2002 and relevant Code of Guidance (15%) Within statutory and legal boundaries, post holders are responsible for making operational day to day decisions to ensure the safety and wellbeing of vulnerable children and adults at all times e.g. challenging parents or carers on unsafe or dangerous practices and calling a child protection case conference or legal advice meetings as appropriate. (20%) Commitment to and preparation for regular supervision (in line with statutory requirements) is mandatory for this role (15%) 	<ul style="list-style-type: none"> The post holder is required to assess patient's mental health needs and, having considered the recommendations of two doctors, is required to make a decision based on the social and medical evidence as to whether or not the patient should be compulsory detained. (15%) The post holder is personally responsible and liable for decision making and outcomes under the Mental Health Act, with powers equalled only by the Court, taking on information and advice from other parties but remaining independent of their influence. (15%) The post holder does have access to support and advice from the line manager but will use their experience to make the actual decision making. (10%) The post holder advises on the legal implications surrounding a Mental Health Act Assessment and possible detention. (15%) The post holder may have to make unpopular decisions which can result in threats being made from the patient's family, friends and neighbours. (15%) Ability to think and act calmly and clearly to unpredictable risk, reasoning with limited information and short timescales. (15%)
	Role Measures	
	Grade H	Grade I
	<ul style="list-style-type: none"> Maintain performance as measured through probation, supervision and performance reviews. Maintaining performance measured through Data Reporting. 	<ul style="list-style-type: none"> Maintain performance as measured through probation, supervision and performance reviews. Maintaining performance measured through Data Reporting.
Key activities	Grade H	Grade I
	<ul style="list-style-type: none"> Post holders are required to assess needs and risks through the completion of recognised assessment tools and child 	<ul style="list-style-type: none"> The post holder is required to provide assessments under the Mental Health Act 1983 to determine whether service users

	<p>protection and safeguarding adults processes.</p> <ul style="list-style-type: none"> ▪ Post holder is required to assess eligibility and the urgency of a request for action and identify the need for legal and procedural intervention. ▪ Post holder has responsibility for undertaking holistic and partnership assessments of service users and their carers who have complex needs, including those with mental health illnesses, learning disabilities, substance and alcohol misuse, sensory impairment, acquired brain injuries and oncology concerns. ▪ Post holder to use assessments to complete a specific and measurable care plan, ensuring all the identified needs of the child or adult are addressed. ▪ Co-ordinate the implementation of the plan, identifying necessary changes and review progress. ▪ Whilst the post holder will receive regular supervision they are expected to use their own initiative and skills and to take appropriate steps to ensure children and adult safety and to develop and action appropriate plans. ▪ To prepare cases for court and give evidence on behalf of the Local Authority. ▪ To participate in the service duty system as and when required. ▪ To prepare evidence in order to demonstrate continuous professional development for PCC appraisal and HCPC re-registration ▪ Undertake other duties as appropriate to the grade of the post. 	<p>are in need of compulsory admission or detention to psychiatric hospital.</p> <ul style="list-style-type: none"> ▪ The post holder is required to investigate a patient's situation and how it has developed, to estimate in conjunction with others involved, the extent to which the social and environmental pressures have contributed to the clients' observed behaviour. ▪ The post holder is required to gather information from police, doctors, family, voluntary and professional agencies, ward staff. ▪ The post holder is required to undertake a risk assessment and take a lead in the interview process to assess the client's mental health. ▪ If appropriate the post holder will apply for and carry out any admission and or detention details. ▪ The decision to detain or not under the Mental Health Act is entirely the responsibility of the post holder. ▪ The post holder is required to attend court to obtain warrants, searching for, and/or returning patient. ▪ The post holder will take lead responsibility to give evidence in order for a warrant under the Mental Health Act to be obtained and is responsible for orchestrating the safe conveyance and admission of the patient to hospital. ▪ The post holder may be required to produce evidence for Court to displace a service user's Nearest Relative. ▪ If a patient is not compulsorily detained in hospital, it is the responsibility of the post holder to signpost to the least restrictive arrangements in the community. ▪ Post holder is required to provide supervision and guidance to others
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		<p>as appropriate within Council policies, procedures and delegated authority</p> <ul style="list-style-type: none"> ▪ Post holder to report to line manager via annual performance appraisals, 6 monthly reviews and supervision. ▪ Post holder will liaise with line manager to discuss any issues that could have a wider impact on the service. ▪ Significant post qualifying experience in line with national standards/guidance in order to support a less experienced social worker. ▪ Formulate and present reports to Mental Health Act Review Tribunals and Manager's Hearings, including independent opinion and recommendations. ▪ Attend Mental Health Act Tribunals and Manager's Hearings as required, wherever in the country applicable. ▪ Both independently and jointly work court cases and take the lead in giving evidence. ▪ Provide practice advice to the duty social worker, as well as in the absence of the team manager and ensure the appropriate manager alerted. ▪ There is a requirement to visit psychiatric hospitals and Police stations. ▪ There is a requirement to lone work at night and through the night in the above conditions ▪ Undertake other duties as appropriate to the grade of the post.
Essential qualifications/ knowledge	Grade H	Grade I
	<ul style="list-style-type: none"> ▪ Degree in Social Work or equivalent e.g. DipSW, CQSW, CSS. 	<ul style="list-style-type: none"> ▪ Recognised Social Work qualification or equivalent e.g. DipSW, CQSW, CSS.

	<ul style="list-style-type: none"> ▪ Registration with the Health and Care Professions Council (HCPC) as a social worker ▪ Commitment to obtain relevant post qualifying award in childcare, adult or mental health equivalent eg PQI, CPSP, GCPP, within 12 months of appointment. ▪ Commitment to obtain Approved Mental Health Professional qualification within 18 months of appointment. ▪ Evidence of Continuous Professional Development by producing documentation to HCPC required for social worker registration. ▪ Full Driving Licence and use of own vehicle to travel across Plymouth and elsewhere to visit service users' homes, attend meetings and Court. <p>Knowledge of:</p> <ul style="list-style-type: none"> ▪ Relevant policies and procedures of the Council and Department. ▪ Childcare legislation i.e. the Children Act 1989, Children Act 2004 and Every Child Matters. Plus, Adoption & Children Act 2002, Leaving Care Act 2000, Care Matters: Time for Change. ▪ Adult Social Care legislation, guidance and regulations i.e. Mental Capacity Act 2006, NHS & Community Care Act 1990, Mental Health Act 1983, Safeguarding Vulnerable Groups Act 2006, Chronically Sick & Disabled Persons Act 1970, National Assistance Act 1948. ▪ Housing legislation, i.e. Housing Act 1996, Homelessness Act 2002, Homelessness (Priority Need for Accommodation) (England) Order 2002, Homelessness Code of Guidance. 	<ul style="list-style-type: none"> ▪ Registration with the Health and Care Professions Council (HCPC) as a social worker. ▪ Post Qualifying Awards: <ul style="list-style-type: none"> ▫ Specialist Child Care Award or equivalent Mental Health Award/Certificate in Advanced Mental Health Practice ▫ Approved Mental Health Professional qualification within 18 months of appointment ▫ Maintain professional Mental Health Act Assessment record portfolio to undertake re-approval 5 yearly. ▫ Maintain professional registration 3 yearly ▫ Undertake minimum obligatory training <p>Demonstrable in depth working knowledge of:</p> <ul style="list-style-type: none"> ▪ Childcare legislation i.e. the Children Act 1989, Children Act 2004 and Every Child Matters. Plus, Adoption & Children Act 2002 and Leaving Care Act 2000. ▪ Extensive knowledge of Mental Health legislation, Codes of Practice and other legislation associated to the role of Approved Mental Health Professional. ▪ Knowledge of the relevant policies and procedures for admission to hospital, together with relevant local policies and procedures ▪ Social Work models of practice and theoretical frameworks, e.g. crisis intervention, risk assessment, systems theory, motivational interviewing. ▪ Knowledge of a range of mental illnesses, mental disorders, personality disorders and psychiatric medication.
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	<ul style="list-style-type: none"> Other relevant related legislation e.g. Data Protection Act, Disability legislation, Human Rights Act, Freedom of Information Act and/or other specific legislation related to the service area. Adoption and Fostering National Standards and Regulations. The HCPC Professional Standards of Proficiency and the College of Social Work Professional capabilities (PCF). Theoretical frameworks. Specialist knowledge relating to the service area e.g. Birth records Assessment and Care Planning Child Development 	<ul style="list-style-type: none"> Knowledge of drug and alcohol related issues. Working knowledge of other relevant legislation e.g. Homelessness legislation, Asylum Seeking legislation and/or other specific legislation related to the service area. Knowledge of and ability to select and apply theoretical frameworks to specific situations e.g. chronic neglect, parents with learning difficulties.
Desirable qualifications/ knowledge	Grade H	Grade I
Essential experience	Grade H	Grade I
	<ul style="list-style-type: none"> Minimum two years demonstrable post qualifying experience in statutory social work Experience of working within a childcare setting e.g. statutory social work, independent sector, independent Foster care agencies, residential settings, youth work, teaching. Experience of working with vulnerable adults e.g. statutory social work, independent sector, independent care agencies, residential settings, community work, teaching. 	<p>Demonstrable Post Qualifying Experience of:</p> <ul style="list-style-type: none"> Working with children and families in the context of current legislation and Government initiatives, e.g. 3 years statutory post qualifying for adoption assessments. Statutory responsibilities in more than one of the following areas: child protection looked after children, permanency and placement, care leavers, crime and disorder, children with disabilities, adoption work. Recent evidence of leading complex child protection investigations. Undertaking complex assessment of need and care planning in accordance with national and local guidance for children in need and their families. Understand, manage and balance the risk in decision making.

		<ul style="list-style-type: none"> ▪ Undertaking court work and legal proceedings from initial statutory action to protect children and young people from risk to permanency planning and placement for adoption. ▪ The management of a complex caseload and associated processes.
Desirable experience	Grade H	Grade I
Essential skills	Grade H	Grade I
	<ul style="list-style-type: none"> ▪ Ability to work flexibly across all service areas as and when required ▪ Communication skills to effectively communicate both verbally with service users and in writing in order to produce effective care plans, prepare reports for court and statutory reviews, as well as for case recording. ▪ Risk management skills to deal with some of the potentially violent and abusive situations ▪ Demonstrable skills in using PC based applications including Microsoft applications such as outlook, word, excel and power-point to enable plans to be produced. ▪ Professional resilience and highly developed interpersonal abilities and skills to meet the very demanding needs of the service users. For example, when dealing with sensitive personal issues as well as child protection issues. ▪ Observational skills when visiting service users' homes. For example, observing interaction between parent/carer and child, observation of home hygiene and safety of home environment for vulnerable adults and children. ▪ Adaptability to changing needs and using transferable skills across differing environments, supporting consistent practice across the 	<ul style="list-style-type: none"> ▪ Ability to write reports to a consistent standard even when under pressure. ▪ Ability to work to deadlines and meet statutory timeframes. ▪ Ability to disseminate information gained from training courses attended, to social workers and others, both formally and informally. ▪ Act as a source of information, advising and assisting others within and outside of the department. ▪ Keep up to date knowledge of relevant law, interpretation and case law. ▪ Ability to integrate learning into own practice ▪ Ability to support others with integrating learning into their practice. ▪ Post holder must have confidence to negotiate and communicate with people across all agencies and disciplines, in addition to communicating, engaging and negotiating with relatives and carers ▪ Ability to observe practice and use observations to provide constructive feedback off/to others, such as, newly qualified social workers and student social workers to support work based learning and development.

	<p>service areas, e.g. assessment skills transferable to assessing carers or adopters.</p> <ul style="list-style-type: none"> ▪ Ability to prioritise and work flexibly as well as managing time effectively in order to meet specified tasks within agreed timescales related to legislative requirements, as well as maintaining the level and quality of work required, particularly when working under pressure. ▪ Ability to work as part of a team and to be able to contribute effectively to the achievement of wider service performance objectives. ▪ Ability to work autonomously, within a team and multi-agency environment ▪ Highly developed persuasive or negotiating skills to enable an appropriate way forward or appropriate solution for the service user, e.g. adoption panel, court work, engaging family to achieve best outcomes for vulnerable adult or child. ▪ Guiding skills to assist social work students in their development on placement with the local authority. ▪ Analytical skills in order to interpret available information related to a particular case. ▪ Organisational and planning skills in order to develop solutions and/or plans for the present and/or future related to care plans to meet the assessed needs of vulnerable children and adults. ▪ Creative skills, as well as problem solving skills to think of innovative solutions to complex problems, e.g. arranging emergency accommodation in the face of limited resources. ▪ To promote equality and diversity in practice when working with 	<ul style="list-style-type: none"> ▪ Working as a role model, the ability to prioritise and work flexibly as well as managing time effectively in order to meet specified tasks within agreed timescales related to legislative requirements, as well as maintaining the level of quality of work required, particularly when working under pressure. ▪ The ability to contribute towards team development e.g. by developing 'best practice models'. ▪ Undertake and/or support delivery of training across the service. ▪ Evidence of the support provided to the team manager in building a positive working culture. ▪ Highly developed negotiating skills and professional conversations to enable effective planning and service delivery for children and young people, e.g. with partner agencies, leading team meetings. ▪ Ability to liaise closely with health care colleagues, agencies and providers. ▪ Provides a consultancy service to staff, police, schools and others on areas of specialist knowledge. ▪ Acts as an expert witness in Tribunal and Court situations. ▪ Ability to take an active role in the induction of new team members. ▪ Ability to take an active role in the coaching/mentoring of newly qualified social workers to support their development. ▪ Highly developed analytical skills e.g. reviewing expert opinion for Court. ▪ Ability to represent the social work profession and be seen as an expert e.g. in Court or other settings. ▪ Planning skills that involve decisions on depriving patients of their liberty for up to 6 months, although day to
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	<p>other professionals and service users, e.g. the ability to model non-discriminatory and non-oppressive behaviours.</p> <ul style="list-style-type: none">▪ Ability to work on own outside of the office environment e.g. visits to service users' homes.	<p>day planning is reactive to situations happening in the present.</p>
	<ul style="list-style-type: none">▪ There is some requirement to lift small children and their equipment.▪ There is a requirement to regularly work at night and through the night. This can place additional physical demands on the post holder and can disrupt sleep and meal patterns▪ Concentrated and regular enhanced mental and sensory attention are a regular feature of this role due to the responsibilities of the role, as outlined in the Accountabilities section, including managing those responsibilities to set legislative timescales. For example, completing complex assessments, preparing cases for Court and giving evidence on behalf of the Local Authority.▪ Working to tight deadlines as well as managing conflicting demands and interruptions. For example seeing a service user who visits the office and dealing with a crisis that has occurred in the family on a day set aside to write a court report which has to be completed by the following day.▪ Due to the direct involvement with service users, emotional demands can cause upset, e.g. the personal circumstances or behaviour of the service users. This emotional demand is intense and an integral feature occurring very frequently, e.g. relaying information to service users where assessment of service provision does not meet their expectations and having to challenge the difference between the wants and needs of the service users with them directly.▪ Involvement on a daily basis with service users who are experiencing or who have experienced all forms of child abuse. The subject material is often deeply distressing.▪ Working with service users who demonstrate difficult/risky behaviour, who are volatile, angry, aggressive and unpredictable e.g. chaotic substance misusers, people with substantial mental health issues, people with anger management issues	
Corporate standards <ul style="list-style-type: none">▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.		