

**Manchester Local Care Organisation
Role Profile**

Mental Health Social Worker, Grade 7

**Adults Early Support Team, Adults' Directorate
Reports to: Senior Social Worker/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 partners (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 with complex cases in accordance with statutory responsibilities. They will deploy these responsibilities in accordance with national and local policies and procedures to secure positive outcomes for citizens.

The role holder will manage safeguarding risk effectively, working within a multi-agency environment, providing a professional social work service.

To promote the independence and well-being of adults of working age and/or older people.

To review citizens' and carers care and support needs and eligibility in accordance with eligibility standards, while underpinning best practise in adult mental health.

To work in a holistic and strength-based way, ensuring customers and families remain central to the processes they are part of.

To negotiate and arbitrate skills to deal effectively with conflict within emotive or difficult situations.

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To integrate the six principles of trauma-informed practice, aiming to overcome the challenges individuals affected by trauma may face when accessing health and care services.

Key Role Accountabilities:

Effectively manage a complex caseload with appropriate supervision, guidance and support. The role holder will be accountable for highly complex decision making across a range of social work duties and responsibilities.

Prepare and produce a variety of high quality and professional written documentation on behalf of the City Council in accordance with national and local policies and procedures and within agreed timescales.

Work in conjunction with and providing consultation to partner agencies to deliver effective planning for adults, their carers and families to ensure positive outcomes. This will include representing the City Council at a range of meetings, proceedings and reviews as required.

Ensure that the practice of ethical record keeping is observed, and recording is evidence based, accurate and up to date.

Take an active role in team and service development. This will include supervising students and providing support to colleagues as and when required.

A personal commitment to continuous self, professional and organisational development.

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 role holder 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:

Adult Social Care has a new early help offer and model within the newly forming Adults Early Support Team. The aim of the team is to deliver effective, strengths-based interventions at the first point of contact to prevent, reduce, or delay the escalation of needs, ensuring the best possible outcomes for residents' independence at the earliest stage.

This role is crucial within Adult Social Care, acting as the initial point of contact for adults experiencing a variety of situations. Mental Health Social Workers are expected to take a person-centred, strengths-based approach, working towards positive outcomes by helping individuals maintain their independence, while offering them choice and control over their support, enabling them to continue living within their local community, safely.

The Mental Health Social Worker plays a key role in providing specialist mental health support, sharing relevant information about adults at risk within a multi-agency environment. They are also responsible for identifying and addressing safeguarding concerns, applying a person-centred approach to safeguarding in accordance with the Care Act 2014 and Manchester City Council's safeguarding policies and procedures.

Additionally, the Mental Health Social Worker must be well-versed in the Mental Health Act 1983 and Mental Capacity Act 2005, ensuring that where an individual lacks capacity, actions are always taken in their best interest with the least restrictive options. Their expertise in working with individuals who have mental health or care, and support needs ensures that the person remains at the heart of care.

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

General Skills

- **Communication and Interpersonal 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 communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society.
- **Planning and Organising** – Ability to organise own time effectively, 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. Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
- **Analytical Skills** – Demonstrate the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans. Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments.
- **Problem Solving and Decision Making** – Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver immediate solutions sometimes under extreme pressure.
- **ICT Skills** – Ability to use IT systems to retrieve, record and update information and willingness to learn to use new systems.

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Technical Requirements (Role Specific)

- Social Work Qualification
- Experience of working with individuals with mental health needs.
- Experience of working with other agencies in providing health and social care.
- Willing to consent to and apply for an enhanced disclosure check.
- Registered with Social Work England.
- Willingness to travel to any location within Manchester City Council.

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