

Senior Practitioner (Urgent Care)

Role Profile

Service: Adult Social Care – Adult Services Directorate
Band: Band 9
Reporting to: Team Manager/Service Manager – Urgent Care
Responsible for: Social Workers, Social Care Assessors, Student Social Workers



TRAFFORD
COUNCIL

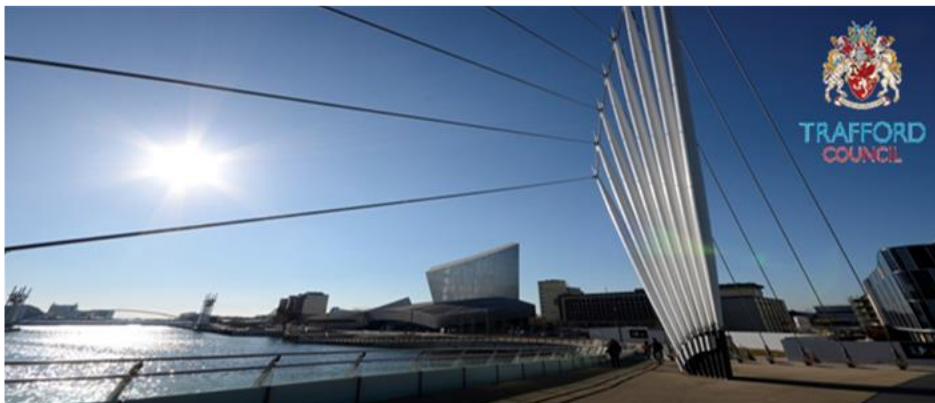
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Urgent Care Trafford is a borough-wide service which supports individuals following discharge from hospital, by completing Care Act Assessments and utilising a person-centred, strengths-based approach that promotes independence.

Your Main Priorities

- Supporting the Team Manager with the management and delivery of the service, in line with departmental and legislative requirements, and supporting the delivery of the Council's Corporate Plan, vision and priorities.
- Engage and support the planning of the urgent care hospital discharge service wide service.
- Work in a collaborative approach to providing effective response to hospital discharge processes with colleagues in commissioning and other partner agencies.
- Ensure that adults at risk are assessed and appropriate protection plans implemented in a safe and timely manner.
- Take a lead role in supporting and responding to complex hospital discharge decisions including attending discharge planning/Best interest meetings.
- Support the collation of performance data and themes to support the application of preventative approaches jointly with commissioning colleagues.

Key duties

- Ensuring that the Local Authority are following all statutory duties in line with local policies and procedures.
- Provide management oversight to staff.

- Being responsible for managing and holding cases and, when appropriate, for the allocation of work to others.
- Working jointly with health colleagues and other partner agencies to ensure delivery of a co-ordinated multi-disciplinary service.
- Chairing/attending planning/discharge meetings and other multi-agency meetings as and when appropriate.
- Responsibility for the oversight of workloads for staff in line with their professional development plan and, when necessary, highlight levels of poor performance by way of reflective supervision.
- Deputising for the Team Manager as and when appropriate.
- Maintaining statistics and carrying out regular case file audits, utilising data to understand patterns of service demand and taking appropriate action to ensure assurances around performance.
- Playing a role in the development of Service policies and procedures.
- Supporting Social Workers to take the lead in upholding human rights, person centred, outcomes-focused, and personalised approaches to adult social care practice.
- Shaping and influencing an environment which facilitates excellent practice by setting high professional standards and motivating staff to do the same, demonstrating leadership qualities and modelling a professional approach.
- Undertaking any other appropriate duties commensurate with the salary band as required by the management team.

About You

Qualifications and Professional Development

- Recognised registered professional qualification in social work e.g. CQSW, CSS, DipSW, Degree in Social Work or equivalent
- Best Interest Assessor (BIA) or Practice Educator qualification
- Applicants should be registered or applied for registration with Social Work England
- Evidence of continued professional and personal development

Experience and Knowledge

- Substantial experience of working in adult services social care setting as a practitioner
- A good understanding of the hospital discharge process
- Experience of providing professional supervision to social workers

- Previous management experience
- Detailed working knowledge and experience of working in adult social care
- Detailed knowledge and understanding of the legislation, regulations and guidance relating to adult social care

Skills and abilities

- Excellent interpersonal and communication skills both written and verbal
- Able to build strong working relationships with a wide range of professionals, external partners and stakeholders
- Highly developed advisory, negotiating and persuasive skills to a range of audiences
- Able to lead, motivate and manage staff
- Analytical skills with the ability to interpret, varied and complex information and produce solutions and strategies over the long term
- Excellent organisational skills, including time management and prioritising
- Ability to use information systems for management purposes

Special Conditions

- Car User/full driving license required
- Enhanced DBS check required
- Willing and able to travel to sites within the Trafford Borough and occasionally out of the borough
- Unsocial hours/weekend work may be required

Date prepared/revised	Updated 23.4.26
Prepared/revised by	D Saunders
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that