

Social Worker Level 3 (Homelessness)

Role Profile

Service: Adult Support and Prevention Hub / Trafford Housing Options Service (HOST) – Adults and Wellbeing Directorate
Band: Band 8 (Level 3)
Reporting to: Senior Practitioner/ Team Manager/ Service Manager
Responsible for: No direct reports



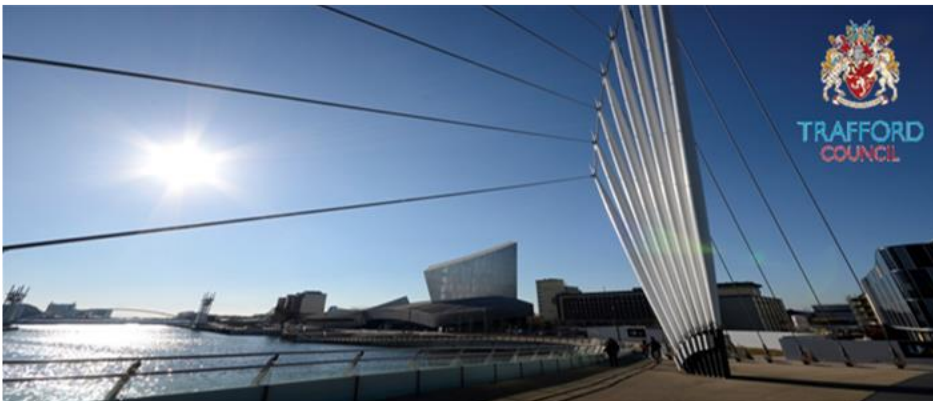
About Us

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

This specialist Social Worker role supports people who are rough sleeping or at risk of homelessness, helping them address complex needs and improve wellbeing through person-centred, trauma-informed practice. Based within Trafford's Housing Options Service (HOST), the role works closely with Adult Social Care and partner agencies to deliver coordinated support and positive outcomes.

As an experienced Social Worker, you will provide high-quality, strengths-based support to adults with care and support needs, promoting independence and wellbeing. Working within key statutory frameworks, including the Care Act 2014 and Mental Capacity Act 2005, you will assess needs, manage risk, and deliver effective interventions. You will manage complex cases while contributing to service improvement, collaborative working, and the delivery of positive outcomes for individuals, families, and communities.

Your Main Priorities

- Deliver consistently high-quality, strengths-based social work practice, applying advanced professional judgement to complex situations to achieve effective, person-centred outcomes.
- Ensure practice is legally literate and defensible, applying relevant legislation, policy, and professional standards to inform decision-making and risk management.
- Work collaboratively with key partners, including Commissioning, Integrated Care Board (ICB), Mental Health services, Greater Manchester Police (GMP), Children's Services, and other statutory and voluntary agencies, to support coordinated safeguarding arrangements and integrated service delivery.
- Contribute to service development through continuous improvement, quality assurance, and the modelling of best practice across the workforce.

Key duties

- Undertake comprehensive assessments of need, risk, and eligibility in line with statutory requirements and best practice.
- Apply relevant legislation, including the Care Act 2014 and the Mental Capacity Act 2005, including assessment of capacity and best interest decision-making where required.
- Manage a complex and varied caseload, ensuring timely and effective intervention, planning, and review.
- Develop, implement, and review outcome-focused support plans in partnership with individuals, families, carers, and professionals.
- Contribute to safeguarding processes, ensuring appropriate responses to concerns in line with statutory guidance and local procedures.
- Work in partnership with multidisciplinary teams and external agencies to deliver coordinated and effective responses.
- Provide professional advice and guidance, demonstrating sound judgement in complex and high-risk situations.
- Maintain accurate, timely, and high-quality records in line with organisational and regulatory requirements.
- Advocate on behalf of individuals, ensuring their voice, wishes, and desired outcomes are central to all decision-making.
- Participate in meetings, case discussions, and professional forums, contributing expertise and supporting shared learning.
- Contribute to quality assurance, audit, and service improvement activity.
- Support and, where appropriate, mentor less experienced staff, contributing to a culture of learning and reflective practice.

About You

Qualifications and Professional Development

- A recognised Social Work Qualification (CQSW, CSS, DipSW, Degree in Social Work)
- Registration with Social Work England
- A commitment to undertaking further training where appropriate

Experience and Knowledge

- Minimum of 3 years' post-qualified experience as a Social Worker, including direct work with adults in a statutory social care setting at Level 3 (experienced Social Worker level), managing complex cases

- Demonstrable experience of applying safeguarding principles and managing risk in complex and high-risk situations.
- Experience of effective multi-disciplinary and multi-agency working Strong understanding of relevant legislation and ability to work within legal and policy frameworks in practice
- Sound knowledge of key legislation including:
 - Care Act 2014,
 - Mental Capacity Act 2005,
 - Human Rights Act 1998
 - Mental Health Act 1983
- Competent use of IT systems for case recording data management and communication

Skills and abilities

- Excellent written and verbal communication skills including report writing and professional documentation
- Highly developed analytical skills and critical thinking skills, with the ability to apply sound professional judgement in complex situations
- Ability to manage a complex caseload, prioritise effectively, and able to work independently under pressure
- Strong assessment, care management and reviewing skills
- Ability to work collaboratively with individuals, families, colleagues and partner agencies
- Solution-focused, proactive and resilient approach to work
- Ability to assess and manage risks appropriately
- Skilled in managing conflict, demonstrating empathy and working in an inclusive, and anti-discriminatory manner

Special Conditions

- Car User with a full driving license required
- Willing and able to travel within the Trafford Borough
- Enhanced DBS clearance required with Adult's Barred List Check
- Willing and able to work flexibly, including unsocial hours where required

Date prepared/revised	APR 2025 (Based on Experienced Level 3 Social Worker)
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	Updated 14/07/2026 (Job title, Overview)
Prepared/revised by	S Davy / T Sefton / C Gardner
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 diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.