

Social Worker - Emergency Duty Team (EDT)

Role Profile

Service: Children, Families and Wellbeing Emergency Duty Team
Band: Band 8 (plus AMHP allowance, unsocial hours allowance)
Reporting to: Senior Practitioner and Service Manager Emergency Duty Team
Responsible for: No direct reports



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

The Emergency Duty Team (EDT) delivers immediate social work assistance to vulnerable individuals and families, including children at risk of harm, adults with care and support needs and people experiencing acute mental health crises requiring Approved Mental Health Professional (AMHP) intervention under the Mental Health Act. This team of highly skilled practitioners ensures that Trafford meets its statutory duties out of hours, including responsibilities under Adult Social Care legislation, Children's Social Care legislation, and the Mental Health Act.

Your Main Priorities

- Delivering urgent statutory interventions for vulnerable individuals and families, including children at risk of harm, adults with care and support needs or who may require AMHP interventions as part of an out of hours duty rota.
- Ensuring that risk management and children and adults safeguarding is effectively embedded within practice and responded to appropriately, ensuring that it is safe, lawful and proportionate.
- Providing a generic frontline social care response across adults, children's services, mental health and homelessness.
- Contributing to a resilient and flexible out of hours rota.

Key duties

- Undertaking Mental Health Act assessments in line with legal requirements and local procedures.
- Responding to situations requiring immediate AMHP involvement to ensure safety, rights-based practice and lawful decision-making.

- Completing risk assessments and coordinating urgent mental health interventions where necessary.
- Working with the support of the on-call manager for both Adults and Children's Services when oversight, consultation or management direction is required.
- Acting as the single point of contact and lead decision-maker for out of hours social care activity covering children, adults, mental health and safeguarding concerns under the Care Act and Children Act. Taking proportionate actions to make individuals safe until daytime services resume, representing the Local Authority in all urgent statutory matters during evenings, nights, weekends and bank holidays.
- Working jointly and closely with police, health and other emergency partners to stabilise high-risk situations.
- Responding to urgent cases that cannot wait until the next working day, including:
 - Adult and child safeguarding
 - Mental Health Act assessments
 - Crisis Care Act needs
 - Children and family emergencies
 - Homelessness prevention and statutory duties
- Balancing risk, rights and least-restrictive principles in fast-moving emergency situations.
- Providing clear handovers and case transfers to daytime teams to ensure continuity of care.
- Attending regular AMHP forums, supervision and access to on-call management support (Adults and Children's Services) to ensure safe, accountable and reflective practice.
- Participating in a rota designed around the needs of Trafford residents and the wider service, using remote and hybrid working tools to maintain accessibility, responsiveness and timely intervention.
- Working collaboratively with colleagues across EDT and access on-call management support as appropriate.
- Undertaking any other duties commensurate with the grade which might be required by the service manager.

About You

Qualifications and Professional Development

- A recognised Social Work Qualification (CQSW, CSS, DipSW, Degree in Social Work)
- Approved Mental Health Professional

- Registration with Social Work England
- Evidence of and commitment to continued professional and personal development

Experience and Knowledge

- Demonstrable post-qualifying experience working within a social care setting
- Comprehensive understanding of the statutory responsibilities across both Adults and Childrens' Social Care and Mental Health Services
- Detailed knowledge and understanding of all key legislation that underpins out of hours social work practice including:
 - Care Act 2014 – safeguarding duties, crisis Care Act assessments, wellbeing principle and statutory responsibilities for adults at risk
 - Children Act 1989 – duties to safeguard and promote the welfare of children and respond to emergency situations
 - Mental Health Act 1983 (as amended 2007) – AMHP responsibilities, powers of assessment, admission processes and least-restrictive principles
 - Mental Capacity Act 2005 – assessment of capacity, best-interest decision-making and statutory protections
- IT literate with experience of maintaining computer and manual systems for record keeping
- Experience of multi-agency working in relation to meeting the needs of children and adults paying full regard to information sharing protocols and best practice.
- Experience of working with complex situations with a focus on risk management and problem solving
- Experience of using solution focused approaches to practice

Skills and abilities

- Ability to triage and prioritise all incoming work, ensuring safe and proportionate responses in line with legislation, policy, procedure, and professional standards
- Ability to communicate clearly (verbally and in writing) and to work in partnership with colleagues, other agencies, service users and Carers
- Ability to embed a culture of strength-based approaches and to work with children, adults and their families in an environment of high challenge and high support
- Ability to maintain accurate and contemporaneous records and write reports, providing clear rationale for decision-making
- Ability to work in an unpredictable environment and to confidently identify, assess and analyse risk, safeguarding urgency and required interventions
- Ability to work with a wide range of professionals, external partners and stakeholders

Special Conditions

- Car User / full driving license required
- Willing and able to travel to sites within the Trafford Borough
- Enhanced DBS required with Adult's and Childrens' barred list checks
- Unsocial hours/weekend work will be required on a rota basis, frequent requirement for lone working

Date prepared/revised	Updated 26.3.26
Prepared/revised by	T Mallon/L Shellabear
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.