

INFORMATION PACK



City of Westminster

**RECRUITMENT
TO THE POST
OF
SOCIAL WORKERS**

**REFERENCE NUMBER
3581**



The Council operates a No Smoking at Work Policy
An Equal Opportunity Employer

Social Workers

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Message from the Chief Executive

Thank you for your interest in working with Westminster City Council. Our city is an international centre for tourism, retail and culture. It's the home of the UK parliament and the monarchy. And it's also home to 240,000 residents.

It is our job to meet and exceed the needs of different groups of people within our communities. Building a Living City is our way of making a visible difference to the lives of all the people we serve – by supporting them with responsive services, leading the renewal of the city and encouraging a sense of responsibility.

Living City is a series of projects that will gradually build the best city in which to live and work, and we hope that you will become a part of making this happen.

Westminster City Council is a unique and fast paced environment and our staff are at the centre of our success. By 2012 we want our customers to say that we deliver an excellent service. To achieve this goal, all staff within the organisation are expected to meet the Westminster Standard of excellent customer service. This means that:

- we deal with things without being told
- we make it easy
- we don't need to be asked twice
- our customers make us better
- we take responsibility
- we serve others as we wish to be served.

At the council, you will have professional challenges and opportunities put to you on a scale you've never experienced before. Whatever your background, if you have the drive and determination to succeed, we will provide you with opportunities to build your career in award winning teams and make a real difference to the people of Westminster.

If you think you are up for the challenge, we hope you choose to join us as we lead London into the Olympics and prepare to welcome the world to the UK.

Mike More
Chief Executive

Information about your application

Appointment of Social Workers Job Ref. No. 3581

Thank you for enquiring about this appointment.

I hope you find the information provided in this pack helpful. For more detailed information about working in Westminster City Council, and general information about the Council, please visit our web site www.westminster.gov.uk

Please send your application form by **31st October 2012** to the address below.

Email to: applications.hrdirect@westminster.gov.uk

Post to:

**HR Direct Recruitment
3rd Floor City Hall
64 Victoria Street
London
SW1E 6QP**

Please make sure you have included the names of two referees (one of whom must be your current or most recent employer).

As an employer we value the skills and abilities of all our staff and want to develop a workforce that reflects the community we serve. To help us achieve this aim please make sure you complete and return the equal opportunities monitoring form with your application form

Draft Appointment Schedule

We normally will aim to shortlist within 3-4 weeks of the closing date. If you have not heard from us within this time period, then please consider that you have not been invited to interview.

Job Description

Job Title:	Social Workers
Department:	Children's Services
Section:	Children, Young People and Family Services
Responsible to:	Deputy Service Manager/Service Manager
Responsible for:	Number of Staff: 0 Budget: N/A

This job description applies to a number of jobs within Children, Young People and Families. The team (and office location) that staff undertaking this job description are allocated to could change at the discretion of management following consultation with individual post holders.

To ensure the best outcomes for Westminster's children, employers in the City Council area have produced a "Westminster Standard" for all members of the children's workforce. This Standard will ensure that all staff working with our children are:

- representative of the Westminster community, flexible, competent and confident, ready to listen to children and their carers, work in partnership with users and colleagues, and committed to safeguarding and providing the best possible service for children, as well as promoting their health and wellbeing.

Purpose of Job

- Contribute to the delivery of an effective Children's Service as part of a departmental team improving outcomes for children and young people.
- To be responsible for social work provision to allocated and newly referred cases in accordance with departmental guidance and procedure.

Main Responsibilities

- To hold and manage a varied caseload reflecting the function of the Team in accordance with procedure, guidelines and legislation.
- To identify and assess levels of risk and need, and deliver protective or supportive services for children at risk, in need and/or looked after.
- To maintain an up to date assessment, care plan and reviews for all cases
- To maintain accurate, up to date, and relevant case recordings and any other records as specified in departmental guidance and procedures utilising tools such as the Integrated Children's System (ICS) as appropriate.
- To contribute through team meetings and organisational events to the development of the service.
- Attend supervision regularly having actively prepared.
- To take responsibility for reporting of risk properly through the line management structure.
- Ensure that expenditure on cases is properly authorised and recorded.

- Ensure that reports are up to date, of a high quality and submitted according to appropriate timescales.
- Work co-operatively with colleagues and in partnership across agency boundaries.
- To attend a range of meetings including child protection case conference meetings and court hearings to represent the department.
- To undertake direct work with children, young people and their families in line with agreed care plans.
- To be responsible for all data on allocated cases:
 - data entry on ICS and any other electronic tools or database
 - ensure data is kept up to date and accurate at all times
 - data required for specific PIs/targets, etc is entered in a timely way
 - to be responsible for the accuracy of data and be able to validate own data reliably
- To maintain and develop up to date knowledge and relevant skills through training.
- To carry out all work within an equal opportunities framework.
- These activities may be varied from time to time to meet the changing needs of the service and its client group.
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Supervision

The postholder reports directly to and will be supervised by the Deputy Service Manager/Service Manager

The postholder will maintain regular supervision through regular meetings and briefings in line with the Department's supervision policy.

The postholder will report changes to risk levels or care plans or children's circumstances to their supervisor on a regular basis or immediately as required and seek advice on appropriate action, developing new risk assessments and care plans as guided by their supervisor.

The work

The postholder will be expected to hold a workload of cases which are in line with the function of the team in which they are located. The nature of these cases will vary across the service. The postholder is expected to strive to achieve improved outcomes for all the children and young people for whom they are responsible. This includes being the lead 'corporate parent' of looked after children and young people.

The postholder will be an active member of a network of professionals working in partnership with each other and the child and his/her family. The postholder has a key responsibility in assessing and analysing need, contributing to and implementing plans and reviewing progress against identified outcomes ensuring that the child's welfare is paramount throughout.

The postholder will be expected to use a range of practice tools to maximise their effectiveness.

The postholder will use various methods of communication to ensure that the views of all those involved are considered.

The postholder will fully participate in the Department's quality assurance systems.

Contacts

Contacts are mainly children and families and members of the multi-agency network including some senior professionals. The postholder will negotiate care plans with members of the professional network.

Financial Accountability/Influence

The postholder will ensure that all financial transactions are authorised and recorded in line with Departmental procedures.

Person Specification

Person Specification, Experience and Working Knowledge

Education and Qualifications

- DipSW or equivalent.
- GSCC Registration.
- Clear enhanced CRB check

Professional expertise

- Knowledge of Children Act 1989 and 2004.
- Knowledge of Assessment Framework.
- Understanding of needs-led planning and review for Looked After Children as well as child protection knowledge.
- Knowledge of child development and family dynamics
- Able to communicate with and undertake direct work with children of different ages, needs and cultural backgrounds.
- Able to work through interpreters with families and children from a wide range of linguistic and cultural backgrounds.
- Ability to assess culture specific parenting and make an informed child centred judgement about appropriateness/acceptability.
- Maintains sound professional knowledge through training, reading and networking with colleagues.
- Contributes and pools advice and information to colleagues and can reflect on and learn from mistakes.
- Incorporates new guidance and procedure into work quickly and effectively.
- Good workload management skills and able to manage fluctuating demands of caseload and significant levels of pressure

Competencies

Service Focus – Level 1

- Makes significant effort to work in partnership with children, their carers and formal / informal networks taking into account the different linguistic and cultural backgrounds of the children and adults involved.
- Is proactive in suggesting service improvements and alterations through team meetings and through supervision.
- Is able to see things from client's point of view and is tenacious in engaging with children and adults without becoming frustrated or giving up.
- Follows through on promises to children and their carers and works within professional and ethical standards including GSCC code of conduct.
- Avoids waste and is cost conscious. Chooses cost effective solutions.

Problem solving – Level 1

- Solves familiar routine problems autonomously.
- Can think logically about problems and communicate clearly the identified issues.

Organisational awareness – Level 1

- Is aware of statutory duties and responsibilities and is able to prioritise time and resources to ensure duties and responsibilities are carried out.
- Is aware of team priorities and operates in accordance with these in day to day case work.
- Can bring tasks to an appropriate end point when finished and can move on to next task.

Confidence – Level 1

- Can make decisions and choices without unnecessary escalation but has confidence to ask for help.
- Can develop recommendations about risk and need, based on evidence, and is able to communicate these clearly even when challenged or in difficult situations.
- Can make recommendations even when the recommendation will be unpopular.
- Resists becoming defensive when criticised or challenged and can speak up in order to disagree.
- Can communicate authoritatively in statutory settings about own work.

Working in Partnership – Level 1

- Participates in team meetings, treats others fairly and ethically, shares knowledge and experiences.
- Bounces ideas off colleagues within the team and from other backgrounds and shares information appropriately within inter agency and team networks.
- Acts to create a co operative inter agency network.
- Does not impose own point of view on others.

Communication – Level 1

- Avoids stereotypes and labels when communicating.
- Presents information both verbally and in writing in a concise and easily understandable way.
- Clearly distinguishes between analysis and factual information and between fact and opinion.
- Treats confidential information sensitively.
- Can use range of communication methods ~ face to face verbal, E Mail, Telephone, letter, fax.
- Can use PC to produce legible well structured written documents and reports.
- Can present evidence and reasons for particular recommendations or conclusions when challenged and can present these logically.

Interpersonal sensitivity – Level 1

- Listens to others and is aware of and can interpret own and other's body language.
- Asks appropriate questions in order to understand what children and their carers are communicating in more detail.
- Is aware of own style and its strengths and weaknesses and can manage own reaction and emotions when provoked.
- Can retain a sense of perspective through challenging situations and can reflect on how own approach can impact on client responses to worker.

Remuneration Information

This role is in 3. The target salary for this role is £30,345 - £36,096 per annum. Your starting salary will reflect your skills and experience.

The Council has a broad band pay structure and the full salary range for this band is £30,345 - £43,152 per annum.

There is the potential to progress through increased performance, contribution and development.

Progression through the steps of your Band will be dependent on your performance and contribution through your key objectives, competencies and professional standards in line with the Council's Performance Management Framework. Your performance will be assessed on an annual cycle. Please note that although there will be an annual review of performance there is no contractual entitlement to progression. Where an increase in step is awarded, this will be effective from 1 April.

The pay scales are generally reviewed annually in line with the National Joint Council for Local Government Services (NJC) and the Greater London Provincial Council (GLPC).

BENEFITS

Employee benefits include

- Interest free season ticket loan
- Generous annual leave
- Staff discount card, after 6 months service, including reduced entry to leisure facilities and free swimming
- Excellent final salary pension scheme
- Childcare voucher scheme
- Flexible location working
- Sabbatical leave scheme after 5 and 7 years service

More information can be seen on our website here

<http://www.westminster.gov.uk/jobsandcareers/jobvacancies/staffbenefits.cfm>

Information about the Unit

Children and young people – children, young people and families

Our delivery unit provides services to vulnerable children and families, and includes specific responsibilities to safeguard children at risk of abuse and neglect, look after children in care, provide information, advice and guidance to young people, and support families in need, including families with disabled children . We have created integrated locality teams to work closely with schools, youth clubs and children centres who can help identify the most needy children and provide early intervention.

Our aim is to provide the best possible service to vulnerable children and families, treat people with respect at all times, ensure children are safe, that looked after children achieve the best possible outcomes and that vulnerable children, young people and families receive accessible early help. We do so by supporting front line staff, prioritising supervision and training and working closely with partner agencies.

Applying for jobs that are subject to Criminal Records Bureau Disclosures

Westminster City Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

The post you have applied for is exempt under the Rehabilitation of Offenders Act 1974, as the duties of the job require you to have access to vulnerable groups such as children, young people, the elderly, disabled people, alcohol or substance misusers and the chronically sick.

This means we are legally entitled to ask you for information about your criminal record and criminal convictions, regardless of whether or not they are spent, cautions, reprimands or final warnings. If invited to attend for interview you will be asked about any declarations you have made of any such details. Any offer of appointment will be subject to a satisfactory **Enhanced Disclosure** from the Criminal Records Bureau before an appointment can be confirmed. This may include details of cautions, reprimands or final warnings as well as spent and unspent convictions, and will also check records in the Department of Health and Department for Education and Skills. It may also include non-conviction information held by for example, a local police force, which may be relevant for the job that you have applied for.

The Council complies with the CRB Code of Practice for bodies dealing with Disclosures, and a copy of the Code is available on request. Written policies on the recruitment of ex-offenders and on the correct handling and safekeeping of Disclosure information are included in the HR Framework.

Having a criminal record will not necessarily bar you from employment. This will depend on the circumstances and background to your offence (s). Under the Data Protection Act 1998, we cannot use the information obtained to seek a Disclosure through the Criminal Records Bureau for any other purpose.

If you are offered a job requiring a criminal records check and you decline to complete a declaration concerning any convictions that you may have had and/or a Disclosure application form, the employing department may decide to withdraw its offer.

If you need any further information about applying for a Disclosure, please contact HR Direct on 020 7641 2010 or [Criminal Records Bureau website](#). The CRB's telephone number is 0870 90 90 844.

Information about the City Council

Westminster City Council is the local authority serving the heart of London. The City of Westminster stretches from Pimlico and Victoria in the south through the West End, Marylebone and Bayswater to Paddington and Queen's Park in the Northwest. It includes the capital's principal areas of government, shopping, entertainment and tourism and the headquarters of innumerable commercial and professional organisations together with extensive residential areas of all types.

The resident population now stands at approximately 244,400 but it is estimated that about 1 million people set foot in Westminster at some time during the day.

The City Council has 60 Members which comprise of:-

49 Conservative
11 Labour

The Lord Mayor is elected annually and carries out a large programme of civic duties, including attending many state occasions.

The City Council employs about 4,900 staff across a number of departments.

The Structure of the Council

Strategic Executive Board

The Strategic Executive Board (SEB) is responsible for the overall management of the Council, for setting and monitoring overall direction, ensuring high performance and for overall risk and reputation management. Recent changes in Cabinet portfolios have been designed to create parallel responsibilities where possible.

Strategic Executive Board comprises of the Chief Executive, the Deputy Chief Executive and five Strategic Directors covering the areas of City Management, City Development, Adults and Community Services Children and Young People, and Resources.

The Board provides the overall strategic officer leadership to the Council.

Our commissioning team

The commissioning team will underpin the Strategic Executive Board, taking their vision and translating it into a range of internally and externally delivered services, using specialist expertise from across the council. The responsibility for parking will rest with the city management team in commissioning. Although this team is linked to specific SEB members they will also work

across the organisation so that commissioning is strategic. The new commissioning team will have oversight of all services for which the council has responsibility, and will also have a commissioning role for some other services which are the responsibility of partners such as NHS Westminster, Transport for London and the Metropolitan Police.

Our delivery units

These teams provide a direct service to the council's customers – Westminster residents, commuters and businesses. A delivery unit differs from a department in that it does not set its own targets and its strategic capability is focused on determining how to best meet the targets it is set by SEB.

Our delivery units:

- City Management – Premises Management
- City Management – Street Management
- Built Environment – Development Planning
- Built Environment – City Planning
- Children and Young People – Schools and Learning
- Children and Young People – Children, Young People and Families
- Adults and Community Services – Adult Social Care
- Adults and Community Services – Libraries and Culture
- Adults and Community Services – Sports and Leisure

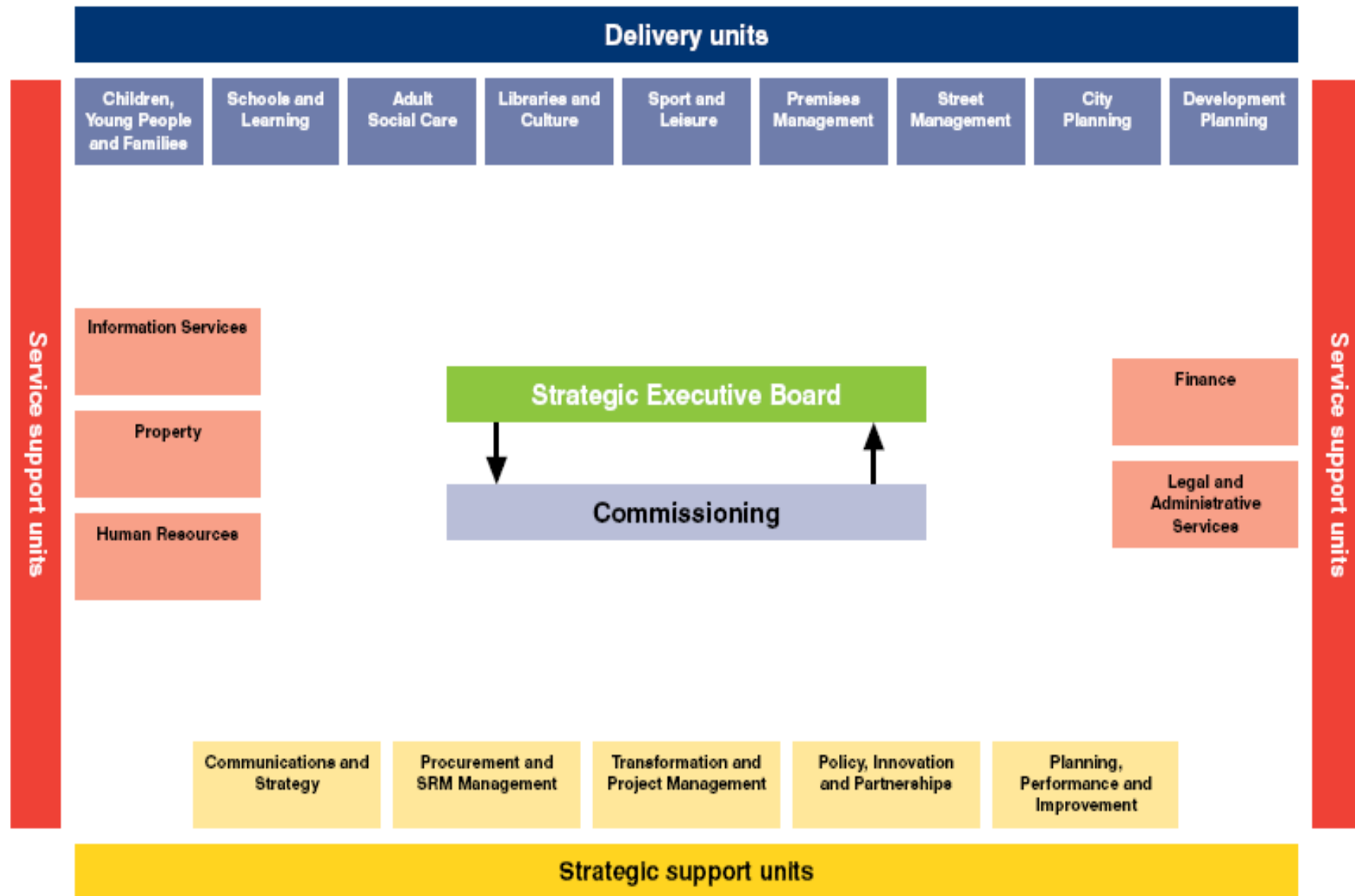
Our Support Units

These teams provide generic support functions across the council, aiming to establish a more consistent and connected approach to corporate issues by meeting the needs of each delivery unit as a client. They will also ensure that strict corporate standards are met.

Our support units are:

- Procurement and Contract Management
- Communications and Strategy
- Transformation and Project Management
- Policy, Innovation and Partnerships
- Planning, Performance and Improvement
- Information Services
- Property
- Human Resources
- Legal and Administrative Services
- Finance

Structure Chart of the Council



Equal Opportunities in Employment Policy

In summary, the council:

- values the individual contribution of people, irrespective of gender, sexual orientation, age, marital status, disability, race, colour, ethnic or national origin and religion
- seeks to employ a workforce which reflects the diverse community at large
- treats all employees with dignity and respect
- provides the same level of opportunity for everyone
- will not tolerate acts which breach this policy and all instances of such behaviour, or alleged behaviour, will be taken seriously and may be treated as misconduct within the Council's disciplinary procedures

Employment Equality Initiatives

The council has a wide range of equalities initiatives in place to support and develop the potential of all staff, below are some that may be of interest:

Staff Networks

The council currently has two staff networks.

The Westminster Staff Diversity Group is an active group which promotes equality and aims to improve the working environment and experience of all staff. The group offers training and development opportunities primarily to staff, residents and partner organisations. Types of training include mentoring, motivational and confidence building and other personal and professional development. Membership is open to any member of staff of the council or partner organisations regardless of their age, disability, cultural background or religion.

The council's 'Proud' network aims to promote equality and to improve the working environment and experience of all Lesbian, Gay, Bisexual and Transgender staff. Membership is open to any member of staff of the Council or partner organisations.

Quiet Space

Two dedicated 'Quiet Spaces' have been made available for staff to use during the day for reflection, religious observance, prayer or meditation. One room is based at City Hall and the second at the council's Lisson Grove offices.

Action Plans, Policies and Guidance

The council currently has in place Race, Disability and Gender Equality Schemes. All these schemes contain employment commitments. In early 2010, the council will be seeking to introduce a Single Equality Scheme. Further, the council has in place policies to support work-life balance such as job share, part-time and flexible location working.

Recruitment of Ex-Offenders

Having a criminal record will not necessarily bar any applicant from working with the Council. This will depend on the nature of the position and the circumstances and background of the offences

- As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, Westminster City Council complies fully with the CRB Code of Practice and undertakes to treat all applicants for posts within the Council fairly and in line with the Council's Recruitment Code of Practice and Equality in Employment Policy.
- The Council welcomes applications from a wide range of candidates, including those with criminal records. While safeguarding its interests and its clients, the Council will not discriminate against those with a criminal record without due cause.
- The Council will not discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.
- A Disclosure is only requested for posts which are exempt from the provisions of the Rehabilitation of Offenders Act, (ROA) and where a risk assessment indicates that a Disclosure is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all job advertisements and recruitment literature will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- As part of the recruitment process, all applicants must provide details of any criminal record by completing the declaration on the application form and attaching details separately. This information will be treated as confidential and will only be seen by those who need to see it as part of the recruitment process.
- Any details provided by an applicant of a criminal record will be fully considered in terms of relevance to the position applied for, and a risk assessment will take into account:
 - the seriousness of the offences revealed
 - whether the applicant's circumstances have changed since the offences took place
 - whether the individual has a pattern of offending behaviour, has carried out a number of offences and whether those offences are similar
 - the length of time since the offence took place
 - the relevance of the offences to the nature of the job applied for, workplace environment, exposure to money, property and vulnerable people/children
 - the sentence(s) given by the Court to the offender
 - the extent of job supervision.
 - Official Guidance e.g. Home Office, Department of Health, Department of Education & Skills