

Resource/Support Officer – to Social Worker Grade 5

Job purpose

Provide support to a Community Team Social Worker, including accompanying them to visits and meetings with service users, where there may be issues to deal with which are sensitive and of potential conflict.

This role is to enable the Social Worker to carry out their duties as efficiently, effectively, and safely as possible.

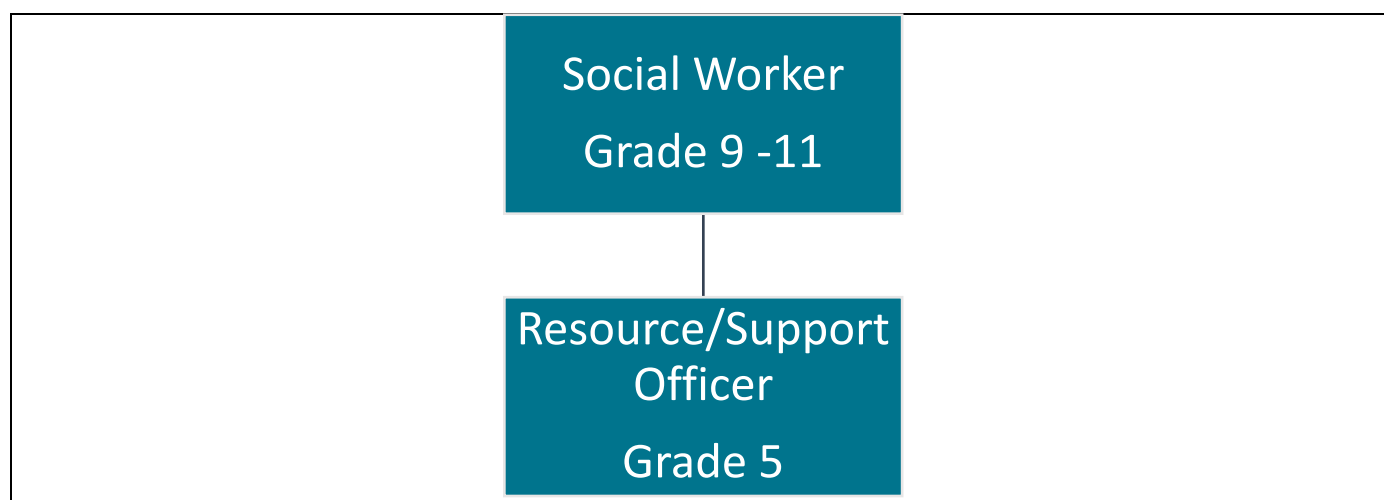
This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Accompany the Social Worker to meetings and visits with service users and/or their carers, often away from the workplace and in the service users homes.
- Provide safety to the Social Worker in uncertain situations by acting in good judgement to avoid confrontation and conflict.
- Deal sensitively and appropriately with service users according to the situation.
- During meetings take notes on behalf of the Social Worker and keep them informed of the visual information, including body language, who is present, and any other information that could be relevant to the performance and well being of the social Worker.
- Provide enabling assistance to the Social Worker in the process of taking referrals and case recording.
- Transpose information (dictated by the Social Worker) into a written format or to make information accessible to the Social Worker, e.g., reading out case recordings.
- Provide enabling assistance to the Social Worker in other aspects of their role, e.g., mentoring and supporting students.
- Provide other physical support to the Social Worker as required.
- Undertake word processing and data input/analysis as required.
- Assist the Social Worker in dealing with reports, correspondence, and other written materials.
- Produce documents in an accessible format as required by the Social Worker, e.g., reading information onto a recorder.
- Research information on specified topics from various sources such as other Authorities, National Bodies, etc., and make this information accessible to the Social Worker.
- Promote effective communications, including proof reading, helping to design visual material and use of accessible documents.
- Produce and assist in the analysis of statistical and management information.
- Assist the Social Worker keep case files up to date.

- Attend meetings and training courses for personal development, e/g/, to develop an awareness of the role of the Social Worker.
- Retrain as necessary should the support or resource needs of the Social Worker change.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of working in an administrative setting undertaking general office duties.	Essential
Ability to use a variety of IT packages, in particular Microsoft Office.	Essential
Literacy skills to be able to produce a variety of documents, read documents (e.g., Council minutes, reports, and journal extracts) and proof-read documents.	Essential
Understanding of the importance of confidentiality.	Selection Process
Understanding of equality issues and their impact on the service provided.	Selection Process
Understanding of disability issues including the role of a support worker.	Selection Process
Ability to maintain filing systems	Essential
Ability to relay accurate information both verbally and in writing	Essential
Ability to put visual information into words and be able to understand and explain non-verbal communications, e.g., body language etc.	Selection Process
Ability to make observations and relay relevant information	Selection Process
Ability to communicate with people on day to day matters in a form that is appropriate to them and the situation. Is approachable, open and reduces barriers to effective communication	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Ability to make a positive contribution to team spirit supporting and helping others.	Essential
Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Social Care	Grading ID	23215
Job ID	80100980	Last Updated	April 2023
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Adults	DBS Type	Enhanced
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		