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Group arrangements:

Salford Royal NHS Foundation Trust (SRFT)

Pennine Acute Hospitals NHS Trust (PAT)

**Level Three Handbook – Social Worker**

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**Level Three Process**

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| **1.** | **Overview** |

The aim of this guidance is to assist social workers and line managers in adult social care to understand the requirements for progression from a level two to a level three social worker. It is aimed at qualified social work practitioners employed by Salford City Council (SCC) and the Northern Care Alliance Foundation Trust (NCA), including those working for Greater Manchester Mental Health (GMMH) whose current job role requires them to be registered with Social Work England (SWE). The aim of the career progression process in Salford is:

* To support staff in understanding what is required of them as experienced practising social workers.
* To support staff to progress and receive recognition for their expertise as an experienced social worker.
* To ensure that qualified social workers offer a high-quality service to people with lived experience and their carers.
* To ensure that social workers who are ready to progress can demonstrate the capabilities required of an ‘*Experienced Social Worker’* which have been set out by The British Association of Social Workers (BASW) in the professional capabilities framework (PCF).
* A benchmarking exercise has been completed across Greater Manchester which confirms that all areas provide a progression route of some form to ‘*Experienced Social Worker’* level including, Manchester, Bury, Oldham, Bolton, and Rochdale. We will continue to benchmark against other GM Areas and reflect any changes in this process in Salford to ensure a level of consistency with other localities.

If you have any concerns about the content of this document, please contact the author or advise the Document Control Administrator.

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| **2.** | **Scope**  |

This policy outlines how social workers in Adult Social Care progress through pay bands 3C and onto 4A (and up to spinal column point 33), by providing evidence of their professional capability in accordance with the framework managed by The British Association of Social Workers (BASW). For posts above band 4A – selection will be made through a standard recruitment and selection process.

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| **3.** | **Background**  |

**3.1** The Professional Capabilities Framework (PCF) sets out the roles and responsibilities of qualified social workers from the point of qualification where the first year of practice is assessed, known as the ‘Assessed and Supported Year in Employment’ (ASYE) and through to strategic social work roles. NCA and SCC have adopted the framework across both adults and children’s services to ensure consistent application and equity. For more information, please go to the BASW website: <https://www.basw.co.uk/pcf/>

**3.2** Career progression at all levels of the PCF is subject to the social worker being able to demonstrate through practice that they can fully meet the capabilities set out in the framework.

**3.3** For newly qualified, level one, social workers in their first year the ‘*ASYE Programme Handbook’* explains the assessment process and what staff can expect to successfully progress to become a level two Social Worker in Salford.

**3.4** Progression from a level two to level three social work position is achieved through evidencing the ability to work at level three standard through a portfolio and interview panel. There are some social workers who will have several years in practice before they are ready to be considered for progression.

**3.5** Progression will be confirmed through an assessment process and interview panel outlined in this document.

**The recommendation that a social worker is ready to progress through to level three must be agreed by both the line manager and the principal manager. Please note: Line manager refers to the individual managing the social worker.**

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| **4.** | **What is new in this version?** |

This document has been reviewed and updated. Key changes:

* Change from Care First to Liquid Logic
* Reference to the use of Research in Practice within the portfolio
* Change in pay scales.
* Candidates can choose a panel date for either 3 months or 6 months.

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| **5.** | **Assessment** |

**5.1 Eligibility**

To be eligible to be considered for progression to level three, the social worker must have successfully completed the ASYE year and undertaken a full year working as a social worker which would amount to two years post qualifying experience in a social work role or there is agreed evidence of equivalent experience. They will also need to have been in work during this period to ensure they have had adequate opportunity to meet the PCF descriptor of an “experienced social worker” (see section 5.3). Managers will need to consider any social workers who have had a lengthy period of being out of work for example, on long term sick or maternity leave, or work part time hours to ensure they have gained the adequate post qualifying experience and are ready to progress. In most cases the second year will begin from the panel date of their successful ASYE panel, and this is recorded on the application form (Appendix 1).

They must also be compliant with all mandatory training unless there are extenuating circumstances. This is to ensure adherence to the NCA’s mandatory training policy. The social worker’s mandatory training compliance should be referenced in the line manager’s report. Any extenuating circumstances should also be referenced here.

The support of the line manager and the principal manager is required to identify that the social worker is ready to progress from level two to level three by working more autonomously in their role, demonstrating expert and effective practice in complex and challenging situations.

For a line manager and principal manager to support an employee, they need to be confident that the member of staff meets the capabilities of a ‘social worker’ as outlined in the PCF <https://www.basw.co.uk/resources/pcf-professional-capabilities-framework> and be able to make the transition to operate as an ‘experienced social worker’. This may from time to time require taking on cases of a highly complex nature (with appropriate supervision) or additional responsibilities and development work.

**5.2 Assessment process**

An initial discussion between the social worker and the line manager should take place either in supervision or during appraisal. The line manager will then need to agree with the principal manager that the social worker is ready to begin their level three, complete the application form (Appendix 1) and submit to the ASC Workforce Development Team via email: ASCWorkforcedevelopment@nca.nhs.uk

Assessment will be directly linked to a social worker’s performance at work. To assist with this, SCC and the NCA have adopted the professional capabilities framework (PCF), managed by The British Association of Social Workers (BASW).

**5.3** The role descriptor for a level three social worker is that of an ‘experienced social worker’:

‘*Social workers at experienced level are skilled, effective practitioners acting with considerable autonomy. They are likely to have in depth knowledge and skill in one or more fields of practice which may have been developed through a formal post- qualifying training and development activity. They may undertake Practice Educator training and take student social workers. They may have a postgraduate qualification and role in specialised practice e.g., AMHP, BIA. They may have a largely autonomous role as sole or lead practitioners in a team or service. They have developed capability to integrate professional knowledge, the views of people using services and research/evaluation evidence routinely in their practice*

*They demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk while promoting enablement and self-determination. They network and liaise with a wider range of professionals and other colleagues, including at more senior or strategic levels. They manage complex caseloads and offer expert opinion within the organisation and to others.*

*They undertake capacity-building with individuals, families, communities, user groups and voluntary organisations, and contribute their views on service provision to commissioners. They apply, promote and uphold the Code of Ethics and demonstrate to other their on-going development in all domains of the PCF. They develop their capability to integrate professional knowledge, the perspectives of people using services and research/evaluation evidence in their practice.*

*They may undertake complex tasks such as chairing significant meetings, offering expert support and advice to case conferences, producing high quality and more specialised assessments and reports for a range of functions, undertaking local peer audits of quality. They model good practice, setting expectations for others. They start to take responsibility and accountability for the practice of others e.g., mentoring newly qualified social workers and supervising the work of more junior staff’*

**Role Descriptor – Experienced social worker – PCF 2018**

**5.4 How is a candidate assessed?**

The candidate will need to complete a portfolio of evidence (Section 6 Portfolio Contents).

When the portfolio is complete, it should be sent electronically to the ASC Workforce Development Team via email Ascworkforcedevelopment@nca.nhs.uk two weeks prior to their panel date. The workforce team will share it with the panel members. The employee and line manager will need to attend a panel interview. There will be two panel members and they will either be:

* Two Principal Managers
* The PSW and a Principal Manager
* A member of the ASC Workforce Development Team and either the PSW or a Principal Manager

The line manager will also be expected to provide an accurate and positive report in support of the social worker’s capability and readiness to progress which needs to include the agreement of the principal manager.

**5.5 Expectations of Candidate:**

The candidate will need to meet all the eligibility criteria as outlined in section 5.1.

The candidate will have to show evidence of mentoring others.

The candidate will have to attend safeguarding section 42 enquiry training and have had experience undertaking complex safeguarding enquiries.

There is an expectation that the employee will complete Best Interest Assessor and/or AMHP training and/or Practice Educator training and mentor a student (when funding/course is available).

The candidate needs to be fully compliant and up to date with all their mandatory training requirements.

**5.6 Applying:**

Following the agreement by the principal and line manager the social worker will complete an application form (Appendix 1) which needs to be submitted to the ASC workforce and development team via email: ASCWorkforcedevelopment@nca.nhs.uk

Once the application has been submitted candidates will: -

* Receive a panel date in three months or 6 months’ time (please consider your diary and any other commitments you may have during this time).
* Arrange a direct observation of practice with their line manager.
* Complete their portfolio of evidence and submit an electronic copy to the ASC Workforce Development Team via email Ascworkforcedevelopment@nca.nhs.uk two weeks prior to their panel date.

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| **6** | **Portfolio Contents** |

An electronic portfolio submission to the panel should consist of the following:

* Level three front sheet (Appendix 2)
* PCF domain template (300 words maximum per domain) (Appendix 4)
* Line manager’s report providing evidence that the social worker is working at level three (500 words) (Appendix 5)
* One direct observation completed by the line manager which needs to include feedback from a person the candidate has worked with (Appendix 6)
* Three pieces of feedback from people the candidate has worked with (Appendix 7)
* A reflective case study of 1000 words (The emphasis should be on critical reflection and relate to your progression) **If an advanced training course has been completed (e.g., Practice Educator Training, BIA training or AMHP) then there is no requirement to complete the reflective case study but, please include your certificate.**
* Evidence of two pieces of continuing professional development (CPD) recorded on the Social Work England Website: <https://www.socialworkengland.org.uk/cpd/cpd-guidance/>
* Evidence of mandatory training completed e.g., screenshot of NCA training record.
* The candidate will need to reference the use of Research in Practice resources within the portfolio of evidence.

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| **7** | **Panel**  |

**7.1 Panel decision**

The employee and line manager will need to attend a panel interview. There will be two panel members who will have read the candidate’s portfolio and will ask questions relating to their progression and development to initiate a professional discussion and encourage critical reflection.

Candidates will be informed of the decision on the day of panel and panel notes are taken throughout the panel interview. If successful the line manager will notify human resources, asking that the outcome of the panel meeting is noted on the personnel record and that appropriate adjustments to salary are made.

If successful, the social worker (if employed by NCA) will be moved to Band 4A spinal column point 30 (or equivalent) and will be recognised as a progressed, experienced social worker. Payment will be made from the date the career progression panel agrees the decision. The social worker will move up through this band on an incremental basis if they continue to demonstrate the capabilities of an experienced social worker and fulfil the professional standards required by Social Work England.

On progression to a level three social worker, the practitioner will be expected to:

* Continue to meet the capabilities outlined in the PCF at ‘experienced social worker’ level, taking an increased number of cases and/or of a more complex, challenging nature.
* Meet the professional standards outlined by SWE.
* Take responsibility for their continuing professional development (CPD) as a professional social worker.
* Mentor newly qualified social workers undertaking their assessed and supported year in employment (ASYE) and/or mentor a student or an apprentice.
* Be willing to move to a different team and/or a different location should this be deemed necessary to meet the needs of the service.

Where appropriate to meet the needs of the service the social worker will be expected to:

* Achieve stage one and two as a practice educator.
* Mentor and undertake observations of practice educators aiming for stage one and two.
* Be appropriately trained and undertake best interest assessments (BIA) and take part in the BIA rota and/or be trained as an Approved Mental Health Practitioner (AHMP) and take part in the AMHP rota.

**Quality Assurance**

As part of preparation for panel, the line manager is responsible for reviewing the candidate’s portfolio and completing a report which recommends the progression of the individual. The purpose of the panel interview is to provide independent quality assurance for the level three portfolios. Furthermore, a selection of portfolios are moderated externally by the Workforce Team in Salford Children’s Services as an additional layer of quality assurance.

In the unlikely event something happens at panel and the application for career progression is unsuccessful written feedback will be given regarding the areas for development that need to be addressed before a resubmission can be made. A timescale will be set for resubmission dependent upon the additional work required by the candidate. Work required will be outlined in an action plan with time frame for completion and an agreed review date.

**Panel cancellations**

Panel cancellations must be avoided where practically possible. If panel members need to cancel at short notice and a replacement cannot be found, then the candidate’s level three will be backdated to the original panel date.

**7.2 Appeals**

If a line manager is unable to support a social worker’s application for progression this needs to be discussed with the employee and with reference to the PCF framework, and/or the Social Work England (SWE) Professional Standards: <https://www.socialworkengland.org.uk/standards/professional-standards/>

The reasons behind the decision should be clearly recorded in the individual’s supervision records. An action plan with an agreed timeframe and review date should aim to ensure the employee understands what is required for them to be considered again.

If the member of staff feels that the reasons for not supporting progression are incorrect and/or unfair, then they have a right to appeal the decision.

If an employee disagrees with the outcome from the panel interview regarding their readiness to progress from level two to three, they have a right to appeal against the decision.

The employee must make a submission in writing to their Head of Service. They will get an acknowledgement response within 2 working days. The decision will then be reviewed, and a written response within 14 working days outlining the final decision. This response may include a meeting/telephone call to discuss and gain more information.

**7.3 Interruptions to the Level Three**

Level three progression can only take place whilst the employee is in work.

If the line manager supporting the progression of the employee is planning to leave the organisation, then all reasonable efforts need to be made to ensure the relevant portfolio contents have been completed and a thorough handover is given to the new line manager.

If the line manager supporting the progression of the employee leaves unexpectedly and is not able to return then the process should continue, with a line manager most able to write the recommendation statement for the individual being identified even if this is not their new line manager. The principal manager will oversee this process to agree a suitable manager. This could also be an advanced practitioner if they have supervised the practitioner and are best placed to comment on the standard of their practice. Consideration should also be given as to whether the principal manager is able to support the employee’s level three application by completing the direct observation and the line manager’s report.

Any interruptions to the progression should be discussed with the ASC Workforce and Development Team ASCWorkforcedevelopment@nca.nhs.uk

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| **8** | **Information for Candidates** |

**8.1 PCF Domain (maximum 300 words per domain)**

The PCF Domain Template should be completed (Appendix 4) evidencing how the social worker is meeting each of the domains at experienced social worker level:

**Experienced social worker:**

*‘Social workers at experienced level are skilled, effective practitioners acting with considerable autonomy. They are likely to have in depth knowledge and skill in one or more fields of practice which may have been developed through a formal post- qualifying training and development activity. They may undertake Practice Educator training and take student social workers. They may have a postgraduate qualification and role in specialised practice e.g., AMHP, BIA. They may have a largely autonomous role as sole or lead practitioners in a team or service. They have developed capability to integrate professional knowledge, the views of people using services and research/evaluation evidence routinely in their practice.*

*They demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk while promoting enablement and self-determination. They network and liaise with a wider range of professionals and other colleagues, including at more senior or strategic levels. They manage complex caseloads and offer expert opinion within the organisation and to others.*

*They undertake capacity-building with individuals, families, communities, user groups and voluntary organisations, and contribute their views on service provision to commissioners. They apply, promote, and uphold the Code of Ethics and demonstrate to other their on-going development in all domains of the PCF. They develop their capability to integrate professional knowledge, the perspectives of people using services and research/evaluation evidence in their practice.*

*They may undertake complex tasks such as chairing significant meetings, offering expert support and advice to case conferences, producing high quality and more specialised assessments and reports for a range of functions, undertaking local peer audits of quality. They model good practice, setting expectations for others. They start to take responsibility and accountability for the practice of others e.g., mentoring newly qualified social workers and supervising the work of more junior staff’.*

**Role Descriptor – Experienced social worker – PCF 2018**

A PCF domain template (300 words maximum) the candidate should provide evidence and practice examples in each section of meeting the domain. The information should demonstrate an ability to work at level three standard and the practice examples should include, complexity, assessing/managing risk, a strengths-based approach and producing high quality work.

PCF 9 Professional Leadership – At level three the individual should have experience of mentoring students, new starters and newly qualified workers on the team and need to provide examples within this domain.

**8.2 Line Managers Report (maximum 500 words)**

After reading through the candidate’s portfolio, the line manager should submit a report evidencing how the social worker is working at level three standard, referring to:

The Professional Capabilities Framework for an experienced social worker: <https://www.basw.co.uk/system/files/resources/pcf-exp-social-worker.pdf>

The Social Work England Professional Standards: <https://www.socialworkengland.org.uk/standards/professional-standards/>

**8.3 Direct observation**

One direct observation of practice should be undertaken by the candidate’s line manager or the Social Work Development Lead where the candidates’ line manager is not social work qualified.

The observations must be of the candidate undertaking direct work with a person or their carer(s). Direct observations should be completed face to face. The observation should evidence the complex and challenging work being undertaken by the social worker.

The candidate needs to gain consent from the individual and ensure they are fully informed about the direct observation. The observer will need to gain feedback from the individual using the form in Appendix 7.

**8.4 Feedback from people we work with**

The candidate is required to use the feedback form in Appendix 7 to gain three pieces of feedback which demonstrate their ability to work at level three standard. Gathering meaningful feedback from the people we work with is of the utmost importance and portfolios may be returned to the candidate if they are submitted with no feedback or feedback where the individual’s voice cannot be heard.

**8.5 Reflective case study (maximum 1000 words)**

The reflective case study should focus on the following:

* Analyse the context in which you are currently working.
* Summarise your current job responsibilities.
* Demonstrate how and why your professional career provides evidence of the required level of capability using practice examples.
* Describe key areas of practice which have influenced your development.
* Consider how the use of theory, models, approaches, and research have contributed to your development.

This is a piece of work that analyses the social worker’s journey of professional practice. The social worker should concentrate on areas of practice undertaken after qualification, demonstrating how they have developed and how this has influenced their current practice.

It may also reflect any other knowledge, skills and experience not outlined elsewhere in the portfolio to demonstrate capability against the nine PCF domains of experienced social worker.

The reflective case study should provide evidence of working with complex and challenging situations. It should demonstrate reflective practice (relating to social work theory, research, and models of reflection where appropriate) and a level of critical analysis. It should show knowledge and understanding of the legislative framework. In doing this the social worker will need to include only brief details of the person and their circumstances to provide the readers with enough information to put the practice in to context. The critical case reflection should provide clear evidence of being able to function at the PCF level of **‘**experienced social worker’.

**8.6 Evidence of CPD/Including Peer Reflection**

It is a requirement as a professional social worker that you are regularly maintaining your CPD and logging this online with Social Work England. It is expected that you will continue your professional development as a level three social worker and throughout your social work career. To evidence this commitment your portfolio should include your online CPD, this can be through a screenshot of your submitted CPD for the renewal year within which you are applying. Please note because of a public consultation carried out in 2021, Social Work England have increased the amount of CPD that needs to be submitted every year to a minimum of two pieces. In addition, have introduced a requirement to submit at least one piece of CPD with a **peer reflection.** Further guidance can be found if you follow this link: <https://www.socialworkengland.org.uk/cpd/cpd-guidance/>

**8.7 Study leave**

Study leave can be agreed but, this is at the manager’s discretion who will need to consider the needs of the service, the capacity on the team and the individual needs of the member of staff. If study leave is agreed, then it is recommended that two days should be sufficient to complete the portfolio of evidence.

**8.8 Support**

Candidates can ask for support from the Social Work Development Lead at any time during the progression process please contact the team via email: ASCWorkforcedevelopment@nca.nhs.uk

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| **Appendix 1** | **Level Three Application Form** |

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| **Level Three****Application From** |
| **Candidate’s Name** |  |
| **Candidate’s SWE registration number** |  |
| **Candidate’s Line Manager** |  |
| **Candidate’s Principal Manager** |  |
| **Candidate’s Team and Location** |  |
| **Start date of employment** |  |
| **Date of completing ASYE**  |  |
| **Please indicate your timeframe for submission** | 3 months  6 months  |

|  |
| --- |
| **To be completed by Workforce Development Once Application Approved** |
| **Start Date** |  |
| **Portfolio Submission Date** |  |
| **Panel Date** |  |
| **Panel Members** |  |
| **Panel Location** |  |

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| **Appendix 2** | **Level Three Front Sheet** |

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| **Salford Royal Foundation Trust** **Level Three Front Sheet** |
| **Candidate’s Name** |  |
| **Candidate’s SWE registration number**  |  |
| **Candidate’s Line Manager** |  |
| **Candidate’s Principal Manager** |  |
| **Candidate’s Team and Location** |  |
| **Start date of employment**  |  |
| **Date of completing ASYE** |  |
| **Date submitting for assessment** |  |

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| **Appendix 3** | **Level Three Checklist** |

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| **Level Three Checklist** |
| **IMPORTANT: Please ensure that all names and distinguishing facts relating to practice and the people we work with have been anonymized to maintain dignity and confidentiality.** |
| **Level three portfolio should include the following:** | **Embed document as an object here:** |
| **Level three front sheet** |  |
| **PCF domain template** |  |
| **Line Manager’s Report** |  |
| **One direct observation** |  |
| **Three pieces of feedback from people we work with** |  |
|  |
| **A reflective case study of 1000 words or a certificate from an advanced training course** |  |
| **Evidence of CPD log recorded on SWE** |  |
| **Mandatory training compliance** |  |

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| **Appendix 4**  | **Level Three PCF Domain Template** |

**Level Three PCF Domain Template**

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| **Domain 1 Professionalism:** identify and behave as a professional social worker, committed to professional development  | Yes  | No  |
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| **Domain 2 Values and ethics:** apply social work ethical principles and values to guide professional practice  | Yes  | No  |
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| **Domain 3 Diversity:** recognise diversity and apply anti-discriminatory and anti-oppressive principles in practice  | Yes  | No  |
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| **Domain 4 Rights, justice and economic wellbeing:**advance human rights and promote social justice and economic well-being  | Yes  | No  |
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| **Domain 5 Knowledge:** develop & apply relevant knowledge from social work practice and research, social sciences, law, other professionals, and relevant fields, and from the experience of people who use services  | Yes  | No  |
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| **Domain 6 Critical reflection and analysis:** apply critical reflection and analysis to inform and provide a rationale for professional decision-making  | Yes  | No  |
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| **Domain 7 Intervention and Skills**:use judgement, knowledge and authority to intervene with individuals, families, and communities to promote independence, provide support and prevent harm, and enable progress.  | Yes | NO |
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| **Domain 8 Contexts and organisations:** engage with, inform, and adapt to changing organisational contexts, and the social and policy environments that shape practice. Operate effectively within and contribute to the development of organisations and services, including multi-agency and inter-professional settings.  | Yes  | No  |
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| **Domain 9 Professional Leadership:** Promote the profession and good social work practice. Take responsibility for the professional learning and development of others. Develop personal influence and be part of the collective leadership and impact of the profession  | Yes  | No  |
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| **Appendix 5** | **Line Managers Statement**  |

**Line Manager’s Statement for Level three**

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| **Feedback on overall capability**Please provide an overall judgment of professional capability at experienced social worker level, considering capability against the Professional Capabilities Framework and SWE Professional Standards, please refer to these within the body of your report. Link your comments to examples of the evidence presented. Please comment on the strengths of the level three candidate as well as outlining future development needs and opportunities. **Max 500 words** |
|  |
| **Source of evidence used to support judgement.**  | **PASS/FAIL** |
| **Managers Signature:** |  |

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| **Appendix 6** | **Direct Observation Template** |

**Direct Observation Template**

**Please note that direct observation needs to be undertaken with individuals or carers present, not with just the observer and other professionals. Please link this to the PCF domains.**

|  |  |
| --- | --- |
| **Level three Candidate** |  |
| **Name and role of observer**  |  |
| **Date and setting of observation**  |  |

**Section 1 – Level three candidate to complete.**

 **Complete boxes 1, 2 and 3 before the observation**

|  |
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| **1. Brief background to observed contact between yourself and the service user** |
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| **2. Planning for intervention**  |
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| **3. PCF met throughout the planning and intervention** |
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 **Complete boxes 4 and 5 after the observation**

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| **4. Brief description of the intervention**  |
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| **5. Reflections on the observed practice**  |
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 **Complete boxes 5 and 6 after reading the observer’s report**

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| **6. Critical reflection and professional development**  |
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| **7. Comments and reflections on the feedback given by the observer**  |
|  |

**Level three Candidate’s signature:**

**Date:**

**Direct Observation Template: Section 2**

**Observer to complete after the direct observation.**

Please provide information to support your assessment of the direct observation; reference can be made to the nine PCF domains where relevant. Please identify strengths and areas for development/concern.

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| **Holistic assessment of the candidate’s capability demonstrated in the direct observation of practice linking to the PCF (up to 500 words)** |
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| **Action plan following the direct observation** (if applicable)Have areas of development/learning needs been identified? What action needs to be taken to address these? Are they any other outstanding issues? |
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| **Feedback from the person/family member/carer** |
| **Did your social worker contact you in a way that suits you?****Did your social worker take time to get to know you?****Did your social worker focus on the things that you see as important to address?****Did your social worker keep you informed and up to date? Did they do what they said they were going to do?****What did you find most helpful about your social worker?****Was there anything your social worker could have done better?****Did your social worker help to improve your situation?** |

 **Observer’s signature:**

 **Date:**

|  |  |
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| **Appendix 7** | **Feedback from people we work with** |

Level Three - Feedback from people we work with

**Please be aware that any information offered is completely anonymous and will be used solely for assessing and improving the social worker’s practice.**

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| **1. Did your social worker contact you in a way that suits you?**  |
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| **2. Did your social worker take time to get to know you?** |
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| **3. Did your social worker focus on the things that you see as important to address?** |
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| **4. Did your social worker keep you informed and up to date? Did they do what they said they were going to do?** |
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| **5. What did you find most helpful about your social worker?** |
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| **6. Was there anything your social worker could have done better?** |
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| **7. Did your social worker help to improve your situation?** |
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