

THE SOCIAL SERVICES AGENCY

The Social Services Agency employs 178 permanent staff and also employs some supply staff. The backbone of the Agency is the Social Workers and the Social Care Workers. But the Agency also employs a psychologist, a counsellor, an occupational therapist, nurses, a community service officer, unit managers, service managers, senior social workers, team leaders, various administrative grades and a CEO.

CORE VALUES

As an Agency employee you will subscribe to the core values of social care, summarised below.

You will:

- Protect the rights and promote the interests of service users and carers;
- Strive to establish and maintain the trust and confidence of service users and carers;
- Promote the independence of service users while protecting them as far as possible from danger or harm;
- Respect the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people;

- Uphold public trust and confidence in social care services, and
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

(General Social Care Council Codes of Practice)

Here attitude and tone is vital. In line with the core values all workers in social care will treat their service users as individuals and with respect. As an Agency employee you will maintain your service user's dignity and privacy, you will be non-judgemental and will respect diversity and cultural difference.

As an Agency employee you will work as part of a team, in a structured environment, which provides support and formal supervision.

1. SOCIAL WORKERS

Social Workers aim to enable people to cope with the challenges they face. In Gibraltar, people generally face the same sort of problems that people face everywhere. Your clients may be adults and children who could be suffering deprivation or abuse. They may be physically or learning disabled. They may have mental health problems, or drugs or alcohol problems. They may be elderly persons who are struggling to cope. You will have been trained to know when and

how you can help. And you really can help! You really can make that difference!

You will also have been trained to make risk assessments and to plan programmes of care. You will have been trained to prepare reports that will be presented in court and form the basis of decisions that will be taken there. Your professional assessments will be important in a real sense.

You will change people's lives for the better!

Entry to the social worker grade will usually require an honours or postgraduate degree in social work that involves 200 days spent in practice settings. (DipSW, CQSW or BSc in Social Work, may be acceptable, depending when these qualifications were obtained.) As a Social Worker you will also need to be registered by the General Social Care Council.

2. THE SOCIAL CARE WORKER

The Social Care Worker is on the Agency's frontline in care. As a Social Care Worker you will help people as they go through their daily life. In Gibraltar, there are three main areas. You might be part of a team supporting

looked after children in one of the various flats of the Children Residential Service, you might be part of a team working in one of the units in the Dr Giraldi Home, supporting adults with learning disabilities, or supporting adults with learning disabilities in the Day Centre Service at St Bernadette's Occupational Therapy Centre. Alternatively, you might be supporting a child, young person or vulnerable adult in the community.

You will be responsible for providing a comfortable environment, which protects the rights and promotes the interest of service users. You will provide opportunities and choices for your service users, and help them maximise their potential.

As a Social Care Worker, you will report to your Unit Manager. You will need to work shifts on a rota, including weekends and public holidays, both on day duty and night duty.

You will assist with the development and implementation of individual care plans. You will also be involved in the daily provision of aspects of domestic work, including cooking, in the context of providing a warm home environment.

As a Social Care Worker, you will also maintain daily records and provide other reports as required.

You will encounter challenging behaviour. You will provide personal hygiene care. But the day-to-day tasks that make up this support role are wide-ranging, and it is the small things that will make a big difference to your service user.

Training for Social Care Workers begins with a two-week induction course and will continue on an on-going basis. A formal programme of training to NVQ Level 2 in Health and Social Care will recommence shortly.

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Whatever career you chose in the Social Services Agency, the work will not be easy. If you can do the work, and not everyone can, then it is good work, because the Agency can offer real job satisfaction, and because, with us, you can make a real difference!

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