



# SOCIAL WORKER (INTEGRATED DEGREE)

## Details of standard

### Occupation summary

Social Work is an exciting and fulfilling international profession. As a Social Worker you will work in partnership with adults, children, carers and families in a range of different settings to support and promote positive change in people's lives in order to improve their wellbeing and independence, and to reduce risk and harm.

As a social worker you will work within statutory and legislative frameworks, where you will use your professional judgement and build relationships with a variety of individuals and communities, as well as with a wide range of other professionals and agencies. In your role you will assess, plan, implement and evaluate complex situations. This requires an ability to critically reflect and make decisions within a clear professional code of ethics.

This occupation is found in social care services, health services and the voluntary and private sector. Social workers can work in children's services or adult social care, and can specialise in areas such as mental health, learning difficulties, substance misuse or hospital work.

Employers include local authorities, health organisations including the NHS, voluntary organisations, charities, and private businesses. Some social workers work independently, setting up their own companies to contract for work. Examples would include carrying out independent fostering assessment or providing practice education for student social workers and apprentices.

As a registered Social Worker, you will engage in protecting individuals from harm, abuse, neglect and exploitation. You will work in a way which is compassionate and which takes account of all aspects of the individual's life - ensuring their voice is central to decision making. You will use your professional expertise to work, assess, plan, implement, evaluate and intervene putting the needs of people first.

Throughout your career, you will be responsible for ensuring your continuing professional development and will be expected to demonstrate leadership whatever your role. All Social Workers must register with the professional regulator and adhere to their professional standards.

In their daily work, an employee in this occupation interacts with individuals, families, communities, and a wide range of other professionals and agencies including but not limited to education, health, housing, care service providers, police and probation. Within their own organisation they interact with the managers they report to and depending on the organisation Heads of Service, Occupational Therapists, support and administrative personnel, amongst others.

An employee in this occupation will be responsible for working with a number of people or families at any one time. Day-to-day work involves assessing people's needs, strengths and wishes, working with individuals and families directly to help them make changes and resolve difficulties, organising support, making recommendations or referrals to other services and agencies, and keeping detailed records.

Social workers are usually supervised by a Team Manager and can be responsible for managing support staff and other staff, both qualified and unqualified, with less experience than themselves.

All Social Workers must register with the professional regulator and adhere to their professional standards. Social workers are responsible for making evidence-based judgements and making recommendations. They must do this within the relevant statutory and legislative frameworks, and practice guidance. Social workers receive regular supervision to support their professional development.

Many Social Worker roles require a driving licence, but this does depend on the setting and geographic location.

Social Workers require a Enhanced Disclosure and Barring Service check.

### Typical job titles include:

**Social worker**

### Occupation duties

**DUTY**

**Duty 1** Promote the rights, strengths and wellbeing of people families and communities to ensure their voice and expertise is heard and acknowledged.

**KSBS**

K1 K5 K6 K7 K8 K9 K13 K20 K23

S3 S5 S6 S7 S8 S41

B5

**Duty 2** Be an accountable professional acting in the best interests of people that use services, by valuing each person as an individual and promoting their rights, and recognising strengths, and abilities.

K1 K2 K3 K5 K6 K13 K15 K17 K18 K19  
K23 K25

S1 S2 S5 S6 S7 S8 S10 S14 S16 S17 S27

B1 B5

**Duty 3** Recognise differences across diverse communities and challenge the impact of disadvantage and discrimination on people and their families and communities.

K3 K5 K7 K8 K9 K13

S1 S3 S5 S6 S7 S8 S15

B1 B2 B3 B5

**Duty 4** Establish and maintain the trust and confidence of people so as to develop professional relationships that ensure they understand the role of a social worker in their lives.

K1 K2 K3 K4 K7 K9 K11 K16 K18 K19

S9 S10 S18 S26 S34 S38 S39 S48

B1 B2 B5

**Duty 5** Practise in ways that demonstrate empathy, authority, and professional confidence, and enable people to fully participate in discussions and decision making.

K1 K3 K4 K7 K9 K11 K12 K18

S5 S7 S9 S10 S14 S18 S26 S34 S37 S38  
S39

B1 B2 B5

**Duty 6** Work directly with individuals and their families through the professional use of self, using interpersonal skills to develop relationships based on openness and transparency

K3 K4 K7 K8 K9 K11 K12 K22 K23

S5 S7 S12 S18 S38 S39

B1 B2 B3 B5

**Duty 7** Actively listen to understand people, using a range of appropriate communication methods to build relationships.

K3 K4 K5 K7 K8 K9 K11 K12 K13 K15 K16  
K18 K22 K23

S5 S7 S11 S12 S18 S33 S35 S36 S37 S38  
S39

B1 B3 B5

<b>Duty 8</b> Manage situations of potentially conflicting or competing values, and, with guidance, recognise, reflect on, and work with integrity with ethical dilemmas.	K6 K9 K14 K15 K16 K17 K18 K22 K23 S1 S15 S18 S28 S35 S37 S38 B1 B3 B5
<b>Duty 9</b> Be accountable for quality practice and decisions made whilst working within legal and ethical frameworks, using professional authority and judgement appropriately and respectfully.	K1 K2 K6 K10 K14 K16 K18 K19 K20 K21 K23 S1 S2 S4 S12 S13 S14 S16 S24 S25 S27 S45 S48 B5
<b>Duty 10</b> Select and use appropriate frameworks to assess, give meaning to, plan, implement and review effective interventions and evaluate the outcomes, in partnership with service users.	K10 K12 K14 K16 K22 K23 S9 S11 S13 S25 S26 B2 B5
<b>Duty 11</b> Apply knowledge and skills to address the social care needs of individuals and their families commonly arising from physical and mental ill health, disability, substance misuse, abuse, or neglect, to enhance quality of life and wellbeing.	K4 K8 K10 K12 K14 K16 K20 K22 K23 S11 S13 S14 S25 S29 S49 S50 B2 B3 B5
<b>Duty 12</b> Recognise the risk indicators of different forms of abuse and neglect and their impact on individuals, their families or their support networks and prioritise the protection of children and adults in vulnerable situations.	K6 K13 K14 K21 K22 K23 K25 S8 S11 S15 S29 S36 B3 B5
<b>Duty 13</b> Work with relevant colleagues and agencies to support people experiencing difficult situations, to gather information and make timely decisions when positive change is not evident.	K4 K15 K16 K17 K18 K22 K23 K25 S8 S11 S12 S26 S40 S41 B5
<b>Duty 14</b> Maintain accurate and timely records and reports in accordance with applicable legislation, protocols, and guidelines, to support professional judgement and organisational responsibilities.	K2 K6 K17 K21 K22 K23 K24 K25 S4 S42 S43 B5
<b>Duty 15</b> Recognise professional limitations and how and when to seek advice from a range of sources including named supervisors, senior social workers, and other professionals.	K1 K4 K9 K15 K17 K18 K21 S2 S4 S16 S19 S20 S21 S26 S27 S31 S36 S40

Make effective use of opportunities to discuss, reflect upon and test multiple hypotheses.	B5
<b>Duty 16</b> Maintain and record professional development and knowledge of social work practice. Use supervision and feedback to inform and critically reflect on practice and values, and the impact they have on practice.	K16 K17 K19 K21 K24 K25 S3 S17 S19 S20 S21 S23 S24 S44 B4 B5
<b>Duty 17</b> Confidently fulfil statutory responsibilities, work within regulatory and organisational remit and contribute to its development.	K1 K6 K13 K17 K18 K20 K21 K22 K23 S2 S4 S17 S22 S24 S27 S32 S43 S45 B5
<b>Duty 18</b> Social workers must use technology, social media or other forms of electronic communication lawfully, ethically, and in a way that does not bring the profession into disrepute and ensure their skills in this area are maintained and used to improve practice.	K2 K17 K20 K21 K24 K25 K26 S1 S4 S22 S30 S31 S42 S46 S47 S48 S49 S50 B5
<b>Duty 19</b> Act safely, respectfully and with professional integrity, promote ethical practice and report concerns.	K1 K3 K6 K9 K13 K15 K18 K19 K20 K21 K23 K24 K25 K26 S1 S4 S16 S17 S22 S27 S28 S30 S31 S32 S48 B5

## KSBs

### Knowledge

**K1:** The importance of rights, responsibilities, freedom, authority and use of power.

**K2:** The importance of maintaining, and the limits of, confidentiality.

**K3:** That relationships with individuals and their carers should be based on respect, honesty and integrity.

**K4:** How to develop relationships appropriately.

**K5:** The impact of different cultures and communities and how this affects social work.

**K6:** Current legal and ethical frameworks.

**K7:** The concepts of participation, advocacy, co-production, involvement and empowerment.

**K8:** The contribution that peoples' own resources and strengths can bring to social work.

**K9:** The impact of different societies' views on human behaviour.

**K10:** The value of research and analysis and be able to evaluate evidence to inform practice.

**K11:** That experiences and feelings affect behaviour in interactions.

**K12:** Social work theory, models and interventions; human growth and development across the lifespan and the impact of key developmental stages and transitions.

**K13:** The impact of injustice, demography, social inequality, policies and other issues which affect the demand for social work services.

**K14:** How to update knowledge to ensure evidence informed practice.

**K15:** The scope and limits of practice and when/how to seek advice from a range of sources.

**K16:** Models of supervision, critical reflection and self-reflection to enhance/change practice.

**K17:** Your employer's organisational context and systems and the impact on your practice.

**K18:** The concept of leadership and its application to practice.

**K19:** The requirements of the relevant professional body.

**K20:** Applicable safeguarding/health and safety legislation, policies and procedures.

**K21:** How to maintain your own personal safety and that of others in complex situations.

**K22:** Signs of harm, abuse and neglect and the importance of professional curiosity when these are observed and the appropriate risk assessment tools and processes to use.

**K23:** The role of the Social Worker and roles of others within safeguarding, appropriate to levels of skills and experience.

**K24:** How to use relevant software applications.

**K25:** IT data sharing protocols.

**K26:** The potential misuses of technology eg social media.

## Skills

**S1:** Ensure professional ethical standards are developed, maintained and promoted.

**S2:** Take responsibility for your decisions and recommendations.

**S3:** Be aware of the impact of your own values on practice.

**S4:** Exercise authority as a Social Worker within the appropriate legal and ethical frameworks.

**S5:** Ensure the highest standard of person centred approach, so that people are treated with dignity and their rights, values and autonomy are respected.

- S6:** Practise in a non-discriminatory manner.
- S7:** Hear the views of people who use services, carers, their families and communities, recognise their expertise, and enable their views to have validity and influence.
- S8:** Promote the best interests of people who use services, carers, their families and communities.
- S9:** Work with people to enable them to make informed decisions and exercise their rights.
- S10:** Work to promote individual growth, development and independence.
- S11:** Undertake assessments of need and/or capacity initiate resolution of issues and use initiative.
- S12:** Gather, analyse, critically evaluate and use research information and knowledge in your practice to develop an understanding of the individual's situation.
- S13:** Make and receive referrals appropriately.
- S14:** Use social work methods, theories and models to enable individuals to identify actions to achieve change and improve life opportunities.
- S15:** Manage and weigh up competing/conflicting values or interests to make reasoned professional judgement.
- S16:** Work within scope of practice as an autonomous professional.
- S17:** Maintain high standards of personal and professional conduct.
- S18:** Manage the physical and emotional impact of your practice.
- S19:** Identify and apply strategies to build professional and emotional resilience.
- S20:** Use supervision to support and enhance the quality of your practice.
- S21:** Maintain your own health and well-being.
- S22:** Recognise the need to manage workloads and resources effectively.
- S23:** Keep your skills, knowledge and ongoing professional development up to date.
- S24:** Show an awareness of current and relevant legislation.
- S25:** Use a range of research methodologies to inform your practice.
- S26:** Work in partnership with others.
- S27:** Balance appropriate levels of autonomy within a complex system of accountability.
- S28:** Respond appropriately to unexpected situations, identify and challenge practices which present a risk to, or from, people you are working with, their carers or others in order to uphold professional requirements.
- S29:** Respond appropriately to signs of harm, abuse and neglect.

- S30:** Maintain the safety of people you work with, their families/carers and your colleagues.
- S31:** Establish and maintain personal and professional boundaries.
- S32:** Follow health and safety policies and procedures.
- S33:** Communicate in English at the level required by the Social Work England.
- S34:** Communicate your role and purpose sensitively and clearly, using appropriate language and methods.
- S35:** Communicate in a way which is engaging, respectful, motivating and effective, even when dealing with conflict or resistance to change.
- S36:** Exercise professional curiosity.
- S37:** Have difficult conversations with empathy.
- S38:** Demonstrate effective interpersonal skills.
- S39:** Engage with individuals and their families/carers and sustain effective relationships in order to effect change.
- S40:** Engage effectively in inter-professional and inter-agency working to achieve positive outcomes.
- S41:** Support networks, groups and communities to meet needs and outcomes.
- S42:** Maintain accurate and complete records in accordance with applicable legislation, protocols and guidelines.
- S43:** Prepare formal reports in line with legislation, policies and procedures.
- S44:** Critically reflect on/review practice and record the outcomes of reflection appropriately.
- S45:** Present reports in formal settings.
- S46:** Use technology to manage your work.
- S47:** Use technology to communicate appropriately.
- S48:** Maintain individuals' information security and protect data.
- S49:** Advise people on how to use assistive technology.
- S50:** Promote the use of technology to achieve better outcomes.

## Behaviours

- B1:** Communicate openly, honestly and accurately. They listen to people and apply professional curiosity to evaluate and assess what information they need to gather, to provide quality advice, support or care.
- B2:** Treat people with compassion, dignity and respect and work together to empower positive change.
- B3:** Adapt their approach according to the situation and context.



**B4:** Commit to continuous learning within social work, with curiosity and critical reflection.

**B5:** Adhere to the Social Work England Standards of Conduct.

## Qualifications

### English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

## Professional recognition

This standard aligns with the following professional recognition:

- Social Work England for Registered Social Worker

## Additional details

### Regulated standard

This is a regulated occupation.

### Regulator body:

Social Work England

Training Provider must be approved by regulator body

EPAO does not require approval by regulator body

### Occupational Level:

6

### Duration (months):

36

## Review

This apprenticeship standard will be reviewed after three years.

### Example progression routes

Senior leader

## Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE	LATEST START DATE	LATEST END DATE
1.1	End-point assessment plan and funding revised	23/01/2023	Not set	Not set
1.0	Approved for delivery	30/11/2018	22/01/2023	Not set