Your guide to careers in Social Care & Social Work

Caring for your community help to make a difference and improve lives
This career pathway brochure provides a general overview of the career opportunities available in Social Care & Social Work (although the job titles and roles may vary between different local councils).

The brochure describes the job roles and gives profiles from employees about their work, career routes and qualifications and the benefits of working in local government. It also provides details on where you can find out more and who to contact in your local council for more information.

Contents

Working in Social Care and Social Work 1
Job roles 2
Qualifications 3
Career Routes 4
Frequently Asked Questions 5
Why work in local government 6
Where can I find out more information 7
1 Making a difference and improving lives

Social care work is about helping people as they go about their everyday lives. There is a huge range of jobs to choose from in many different settings, and that means you should be able to find a job with flexible working patterns that you can match to your own circumstances. You could work full or part-time or work flexible hours around family or other commitments. Either way you’ll be doing a worthwhile job that offers close contact with people and constant variety.

There are entry routes available for people of all ages and all levels of experience. Entrants to the workforce include those starting work for the first time, those returning to work after a break and those looking for a change of career. The most important qualities you need are an interest in people and a respect for what makes them special.

You’ll be given training in the skills you need to do the job well and if you want to take it further, there will be plenty of opportunities to acquire more skills and qualifications.

By providing practical support, you would enable people to maintain their independence and lead fuller, more secure lives. You will be building partnerships with the people you work with, winning their trust, and encouraging them to cope and get the most out of life. It starts with all the small things that you enable people to do, but makes a very big difference to how good they feel... and how you feel too.

It doesn’t matter who you are, how old you are, or your academic qualifications. Somewhere in your community there’s a job you can do to help others. If you like working with people, social care work offers a worthwhile job that makes a difference to lives and is a rewarding career.

Are you?  

Do you want a career that offers?

- A good communicator
- Keen to learn
- Compassionate
- Positive
- Patient
- Cool under pressure
- Interested in people
- Keen on being part of a valued service
- Job satisfaction
- Good long term employment prospects
- Good training leading to recognised qualifications and career progression
- The chance to make a real difference to lives
- Working environments to suit your preference
- A range of opportunities and a real future
- A job where every day is different

If all this is you - then a career in health and social care may be just what you’re looking for.
2 Job Roles

About Social Care
Working in social care will give you the opportunity to help many different people lead fulfilling lives. You could choose to support older people and work as a home care assistant or in a residential care home. Other jobs include working with children, families and young people and people with physical or learning disabilities.

Here are some of the different areas of work

Home Care
Home care workers give people the practical support and regular contact that can help them to maintain their independence and well-being. Home care workers become part of a vital support network, linking with other social care workers, health professionals, neighbours and families to make sure that people's needs are met with consideration and understanding.

Community work with families
Outreach teams, under the direction of a social worker, visit homes where parents are struggling to cope, and where children are in danger from their own behaviour and that of others. Giving support is an important first step, and the welfare of children is your priority. Social care workers along with other professionals help parents and support their relationships with their children.

Children's residential care
Although every effort is made to keep families together, sometimes children need to move into residential homes or go to foster homes. Social care workers build relationships with younger children to support them as they develop - often using games and play activities. As they grow older, the scope extends to issues such as self-image, success at school, sexuality and practical skills like cooking and budgeting. For looked after children, their relationships with social care workers can go a long way to building trust with the adults.

Personal assistant
This is a new role within social care. Personal assistants work with older people or people with disabilities to provide practical support. Helping people to gain control of their own lives is key to helping them live independently.

Community work with adults
Within any community there are people who because of poor mental health, learning disabilities, or other problems need help to cope with everyday life. Social care workers provide practical support that helps people to lead more fulfilling lives despite the special difficulties they face.

Useful Weblinks
www.socialcarecareers.co.uk
www.skillsforcare.co.uk

Community work with young people
Working in youth clubs, drop-in centres, residential homes and elsewhere, social care workers help young people at risk through sexual, drug or alcohol abuse, offending behaviours, and the challenges of growing up in a world in which they find it hard to relate. Social care workers will also support young people leaving care as they start to lead independent lives.

Residential care
Whilst every effort is made to support people in their own homes, residential care can be the best solution for people who, because of age or disabilities, are no longer able to cope in their own homes. Sometimes they may benefit from short spells away from their own homes in respite care. Residential care staff work to create safe, clean, cheerful and fulfilling environments where people can live in comfort and are treated with dignity.
Leanne
Care Officer

Twenty year old Leanne is a care officer in a residential home for older people. The home is registered for 28 residents.

Leanne explains, “I help people with their daily living needs such as washing, dressing and eating. The residents have different needs and some people need more help than others.”

After school, Leanne studied Travel and Tourism at college but realised it wasn’t for her. A friend suggested a job in social care. She started work when she was seventeen, initially preparing meals and serving food before progressing to the role of care officer.

Leanne says, “I love talking to the residents. I can talk to them for hours about their lives and what they have done. It is important to look after their physical needs but we also take time to chat to them as well. We work to create a homely environment where people feel comfortable. They can sit in the lounge or go out in the garden.”

With the support of her employer, Leanne has just completed her NVQ level 2 in care and also completed training in health & safety, manual handling, food hygiene and first aid.

Leanne would recommend a job in care to others and concludes, “You need to be caring and have good listening skills. Occasionally someone might lash out and you have to remember not to take it personally. It can be hard when someone comes to live at the home and at first they seem well. It is difficult seeing them deteriorate and it sad when they die. However it is rewarding to know that you are helping other people and making their lives as comfortable as possible. You get a lot of satisfaction from it.”

About social work
As a social worker you are a professional doing a varied and worthwhile job, which focuses on improving well-being. Your daily activities can be extremely rewarding because you spend much of your time helping vulnerable people to make crucial decisions and to regain control of their lives. Social work involves engaging not only with clients themselves, but with their families and friends as well as working closely with other organisations including the police, the health service, schools and the probation service. Social work offers the opportunity to work in different settings with different client groups.

Adult Services can include working with people with mental health problems or learning disabilities in the community or residential care; working with offenders, by supervising them in the community and supporting them to find work; assisting people with HIV/AIDS and working with older people at home, helping to sort out problems with their health, housing or benefits.

Children, Families and Young People’s Services can include providing assistance and advice to keep families together; working in children’s homes; managing adoption and foster care processes; providing support to younger people leaving care or who are at risk or in trouble with the law; or helping children who have problems at school or are facing difficulties brought on by illness in the family.

As a social worker you have scope to manage your own time and make your own decisions. It’s all about improving people’s lives and helping them to make choices.

Useful Weblinks
www.socialworkcareers.co.uk
www.gscc.org.uk
www.dh.gov.uk

Putting People First -
A shared vision and commitment to the transformation of Adult Social Care.

The vision for social care is unambiguous and agreed. Social care is there in order to ensure that people achieve their maximum potential, have purposeful lives, and exercise real choice and control over how they do this.

The vision and commitment to the transformation of Adult Social Care places personalisation centre stage in social care policy, practice and performance frameworks.

The aim is to develop a new adult social care system which is able to respond to the demographic challenges presented by an ageing society with more complex conditions such as dementia and chronic illness and the rising expectations of those who depend on social care for their quality of life and capacity to have full and purposeful lives.

Everyone receiving social care support, regardless of their level of need, whether they live in the community or in residential accommodation will have choice and control over how their own support is designed and delivered.

This will necessitate a transformation in the ways in which social care is organised, practiced and delivered.

The Department of Health working jointly with partner organizations is developing an Adult Social Care Workforce Strategy to facilitate these changes, which is due to be launched late in 2008.
3 Qualifications

Working in social care will give you the opportunity to help many different people lead fulfilling lives. You could choose to support older people and work as a home care assistant or in a residential care home. Other jobs include working with children, families and young people and people with physical or learning disabilities.

If you want to take your job further there will be an opportunity to gain more skills and professional qualifications.

There are different levels of qualification suitable for every stage of your career.

**Level 1** is introductory, for those new to working in a particular area. It covers routine tasks and develops basic knowledge and understanding.

**Level 2** qualifications recognise the ability to perform varied tasks with some guidance or supervision and enable you to gain a good knowledge and understanding.

**Level 3** is for those who work on their own initiative, planning and organising their own work and supervising others, for example, a senior care assistant.

**Level 4** is for experienced practitioners and managers who carry out complex and non-routine tasks.

**Level 5 and above** involves personal autonomy and significant responsibility for the work of others and for the allocation of resources.

You can now gain a recognised qualification in a way that suits you. There are two main ways to train for a qualification: you can study whilst you work or undertake a course of study. This could be, for example, at a local venue, at a sixth form college, at a further or higher education college, through distance learning or e-learning.

The qualification grid on the opposite page shows some of the different jobs available and links key roles and qualification levels.

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**Rose**

**Team Leader – Learning Disabilities**

Rose is the Team Leader in a new residential unit for people with learning disabilities, she explains,

“We provide residential care for adults with learning disabilities who need a safe environment and help with day to day living. We are also the base for the attached supported housing team which works with adults with learning disabilities in their own homes in the community.”

Rose continues, “For the residential unit we worked with architects to design a new home for 8 people. We also worked with all the residents at our old facilities, to see what their aspirations were about where they lived. Some of the residents moved into new house, others into nearby supported houses.”

The team also support people to live independently in the community. Rose continues, “We help people to live as independently as possible and go into service users’ homes on a regular and/or daily basis to support them with their daily living skills.”

The role involves working in partnership. Rose works with the individuals themselves, families, health, other social care services and with other professionals. She says, “I take information from all these parties and make sure that the team are working to agreed care plans and support plans. My role is to lead the teams to make sure we support people to be as independent as possible. Some of my time is spent at meetings, there is also quite a lot of paperwork to do.”

Rose concludes, “I’ve been on a lot of training courses since joining the Council and they have all helped me in my job, which I enjoy. It is very rewarding to see people progress and to support people to become more independent. I like the fact that every day is different.”
<table>
<thead>
<tr>
<th>Level 1/2/3</th>
<th>Job Roles</th>
<th>Vocationally Related Qualifications</th>
<th>Occupational Qualifications</th>
</tr>
</thead>
</table>
| Level 1    | • Care Assistant  
            • Care Worker  
            • Support Worker  
            • Home Carer | • BTEC Introductory Certificate in Health & Social Care  
            • GNVQ Foundation Health & Social Care | |
| Level 1/2  | • Care Assistant  
            • Care Worker  
            • Support Worker  
            • Home Carer | • GCSE Health and Social Care (Double Award) | |
| Level 2    | • Care Officer  
            • Senior Support/ Programme Worker | • GNVQ Intermediate Health & Social Care  
            • BTEC First Certificate & Diploma in Health & Social Care  
            • Social Care Cadet Programme  
            • Certificate in working with people with a learning disability | • NVQ level 2 in Health & Social Care  
            • Health & Social Care Apprenticeship |
| Level 2/3  | • Care Officer  
            • Senior Support/ Programme Worker | • GCE Health & Social Care (Double Award)  
            • Certificate in Working with People with Learning Disabilities  
            • Community Mental Health Certificate | • NVQ level 3 in Health & Social Care (Adults)  
            • NVQ level 3 in Health & Social Care (Children & Young People)  
            • Health & Social Care Advance Apprenticeship |
| Level 3    | • Care Coordinator  
            • Senior Care Officer  
            • Residential/ Home Care Deputy Manager  
            • Residential/ Home Care Manager  
            • Assessment Officer  
            • Social Worker  
            • Team Leader/Manager | • BTEC Higher National Certificate & Diploma in Health & Social Care  
            • Assessors NVQ Award  
            • Verifiers NVQ Award  
            • BA/Diploma in Social Work  
            • MA in Social Work | • NVQ level 4 in Health & Social Care ( Adults)  
            • NVQ level 4 in Health & Social Care (Children & Young People)  
            • NVQ level 4 in Managers in Residential Child Care  
            • NVQ level 4 Registered Managers Award Adults  
            • Leadership & Management for care services  
            • Registered Managers in Health & Social Care |
| Level 4 and above | • Care Coordinator  
            • Senior Care Officer  
            • Residential/ Home Care Deputy Manager  
            • Residential/ Home Care Manager  
            • Assessment Officer  
            • Social Worker  
            • Team Leader/Manager | • BTEC Higher National Certificate & Diploma in Health & Social Care  
            • Assessors NVQ Award  
            • Verifiers NVQ Award  
            • BA/Diploma in Social Work  
            • MA in Social Work | • NVQ level 4 in Health & Social Care (Adults)  
            • NVQ level 4 in Health & Social Care (Children & Young People)  
            • NVQ level 4 in Managers in Residential Child Care  
            • NVQ level 4 Registered Managers Award Adults  
            • Leadership & Management for care services  
            • Registered Managers in Health & Social Care |

No formal qualifications may be needed before you start, but as you work there will be the opportunity to develop skills through training. Many of these are work-based or involve day release to attend local colleges.

This table is subject to change. For the most up-to-date information on qualifications available ask your local council or contact your local college or Hull University.

Local Colleges and Universities

Useful Weblinks
Local Colleges
www.eastridingcollege.ac.uk  
www.bishopb-college.ac.uk  
www.hull-college.ac.uk  
www.selby.ac.uk  
www.northlindsey.ac.uk  
www.grimsby.ac.uk  
www.franklin.ac.uk

Hull University
www.hull.ac.uk
Integrated Qualifications Framework (IQF) for the Children’s Workforce

People working with children and young people are increasingly providing more integrated services. They are working more closely together and forming partnerships, to make sure that children, young people and families are at the centre of planning and are offered the best possible services.

The IQF is being developed now, and by 2010 will provide a comprehensive set of qualifications that are agreed to be appropriate for people who work with children, young people and their families, up to and including degrees and professional qualifications.

The qualifications will all be underpinned by the essential common skills and knowledge that have been identified by the sector. Most of these skills and knowledge areas can be found in the Common Core of Skills and Knowledge for Children’s Workforce.

Topics include:

- Safeguarding and promoting the welfare of the child
- Transfer and transitions for children and young people
- Effective communications for the children’s workforce
- The development of children and young people
- Health and well-being
- Communication
- Multi-agency working
- Sharing information
- Health, safety and security in the workforce.

Any qualification that is included in the IQF will be fit for its purpose and will make it easier for people to move from one job to another within the children’s workforce. Learners will be able to use previous learning and current learning, rather than having to retrain in areas already covered.

The IQF will help to reduce the number and different types of qualifications that exist at the moment so that people working with children, young people and their families will be able to find the right qualification for the job.

The IQF is one of a range of workforce initiatives designed to support the delivery of the five outcomes of Every Child Matters: Change for Children, which aims for every child, whatever their background or their circumstances, to have the support they need to:

- be healthy
- stay safe
- enjoy and achieve
- make a positive contribution
- achieve economic well-being

Useful weblinks
www.everychildmatters.gov.uk
www.iqf.org.uk

Sector Qualification Strategy (SQS) for Adult Social Care

There are changes to the needs of people who use services and the way in which services are provided. The Skills for Care Qualification Strategy (SQS) focuses on the future direction for standards, learning opportunities and qualification requirements for the adult social care workforce.

The SQS will provide more responsive training and development delivered in more modern and flexible ways.

There are currently many different qualifications and as expectations of the sector are changing rapidly the standards and qualifications need to continually adapt to meet the changing needs of people who use care services.

The new Qualifications and Credit Framework (QCF) will result in a broad framework of ‘unitised’ qualifications rather than a prescriptive list. This will enable a ‘pick and mix’ approach to accumulating credit and gaining qualifications.

Useful weblinks
www.skillsforcare.org.uk
Linda
Care Officer - Children

Care officer Linda has worked at Pocklington based Children’s home The Croft for over twenty six years. The home has room for six young people aged between twelve and eighteen who for whatever reason can not live at home. The young people who live there come for all sorts of different backgrounds, they may to come to live there as a result of a family breakdown, they may have physical or emotional problems or they have been a victim of abuse.

Linda explains: “Every child is different, my role is about building the young person’s self esteem and supporting them on to the next stage whether that’s going home, into foster care, supported lodgings, or a long term unit, re-entering mainstream education or moving into their own home and starting work.”

Linda worked as a part time domestic at the home for twelve years before becoming a full time care officer. She has seen many changes over the years.

“We used to look after more children and children of all ages and children used to live here longer, one boy stayed for two years. At one time we had a group of five brothers and sisters as well as six other children.”

The role of the home is changing and The Croft is to become an assessment unit. Linda explains: “As an assessment unit young people will stay for twelve weeks. During that time we will work with them to try and work out what is best for them.”

Linda would recommend working in social care.

“It’s a great job but it can be difficult. You can’t take things personally and you have to realise you are a role model and sometimes it can be difficult when a young person is lashing out but it is important to react appropriately and to encourage them to talk things through. We try and create a home environment and we all sit down and have tea together in the evening. The young people pick up on your enthusiasm and will come and ask for advice and support.”

Linda has a NVQ 3 in Children and Young People and has accessed other training to support her role such as Health and Safety and Child Protection training.

She concludes: “You need to be able to work shifts and there is paperwork to do but the rewards are immense. It is great to see someone’s behaviour change and them do well and move on in a positive way. Lots of the people who have lived here keep in touch and visit which is great. It’s a great job. Every day is different.”

Derek
Acting Hospital Team Manager

“The best part of my job is knowing that the work we do as a team can help lots of different people, making their lives a little easier at a time when they are most vulnerable.” Derek, Acting Hospital Team Manager, explains. “You develop some great relationships, people appreciate your help and you can make a real difference to someone’s quality of life.”

Derek was working in a warehouse when a friend encouraged him to become a social worker. He completed his training and worked for a number of years as a social worker in children’s services before moving to work in adult services. His current role, as Acting Hospital Team Manger, involves managing a team of Assessment Officers.

He explains. “We have referrals that come from the wards and when somebody needs to be discharged, we are part of the discharge planning team. We meet the nurses and hold meetings on the ward and include the patient, family and carer as much as possible.”

Derek and his team assess patients’ needs whilst they are in hospital and look to ensure that their needs are met when they transfer from the hospital home or into another care setting. They deal with the social and personal problems that arise from being in hospital.

He adds: “You have to be able to negotiate on behalf of your users, this requires you to be able to build rapport with a wide range of people from professionals and managers to users, carers, and their families plus other care workers. Effective analysis and assessment of a situation are crucial. In interviewing users you often need to have a sense of humour but need at the same time to be professional and be prepared to challenge. As a manager I also need to be able to support and enable my staff. The sheer volume of work requires you to manage your time and be accountable.”

To become a qualified social worker you need a degree in social work. Once qualified you also need to register with the General Social Care Council (GSCC) and demonstrate that you have completed the required social work training.
A) Still at school or aged between 14 and 19?
There are many career paths available. Ask your careers adviser which one of these is best for you.

Work Experience
Many local councils offer work experience placements arranged through your school or college.

CGSE in Health and Social Care (Double Award)
This GCSE is the equivalent of 2 traditional GCSEs. GCSEs are widely available to 14-19 year olds and are often used as an entry requirement for level 3 study.

BTEC Introductory Certificate in Health and Social Care and GNVQ Foundation in Health and Social Care
These qualifications are at level 1 and will help you to go on to higher level qualifications, such as GCSEs or A Levels or an Intermediate GNVQ in Health and Social Care. Alternatively, you can go straight into work.

GCE Health and Social Care (Double Award)
is a level 3, 2 year, course and is equivalent to 2 A levels. This qualification helps you to go either straight into employment or on to higher education in any field related to nursing or health and social care. The award includes a variety of work placements, which provides you with the opportunity to gain experience in different areas of health and social care and different work settings.

Society, Health and Development Diploma
will be able in North Lincolnshire for 14-19 year olds from September 2009 and will then be rolled out across the region. The Diploma is designed to provide a holistic programme of applied and general learning relating to the children’s services, health, community justice and adult social care sectors. This is one of 17 Diploma subjects, which are being introduced over a four year rolling Programme to 2011.

Useful Weblinks
www.connexions-direct.com  
www.qca.org.uk  
www.dcsf.gov.uk

Donna
Home Care Worker
Donna works in the community visiting people in their own homes. She can visit up to 50 people in a week with calls lasting on average between 30 minutes and an hour and a half. Although calls can be longer depending on the persons needs.

“I absolutely love my job” says Donna. She explains, ‘I go into people’s homes and care for people who are not able to care for themselves. Every call is different depending on the person’s needs, in the morning I can help with washing, dressing and giving breakfast, other calls can involve preparing lunch or helping someone to bed.’

Donna enthuses, “I love my job, I love meeting service users and building up rapport with them and doing things for them. You meet some great people. I also love knowing that everywhere I go I am doing a bit for someone and I’m making a difference to their lives.”

Donna is passionate about her job and often goes out of her way to ensure the best welfare for the people she cares for, examples range from getting a bath hoist for a client to arranging for an elderly ladies intercom to be moved so she could access it easier.

She has been known to take washing home and telephone clients on her day off.

Donna talks about the people she visits with great affection. She visits an 11 year old boy with physical disabilities who she adores and a 99 year old who still runs up and down the stairs. She explains, “You can’t help but become attached to people. To be able to work in care you have to care. These people become your friends. Unfortunately, that makes it difficult when they die. That is the hardest part of the job.”

Donna adds “It can also be sad when you have to move on from someone who has been with you for some time but you just need to be positive. It helps knowing that you have done the best you can for that person.”

Donna has worked for just over a year and loves the flexibly of her job. She works fulltime, 10 days on and 4 days off which suits her lifestyle perfectly.

She adds, ‘My uncle took sick and I spent 3 years looking after him. That gave me an insight to caring as a career. Before that I worked in pubs.’

When asked about her future Donna adds, “I recently completed dementia awareness training which was really interesting I would like to learn more and take my job further.”
B) Want to earn and learn your way up the career ladder? There has never been a better time to build a career in social care. You need no formal qualifications before you start, but as you work there will be the opportunity to develop your skills through on-the-job learning and training courses.

Induction Training
This provides the basic knowledge and skills to help you settle into your new role and ensure you will be ‘fit to practice’. The induction programme takes place in the first twelve weeks of your new job (24 weeks if you are working in childcare), using national standards adapted to where you work. Your manager will ensure that you are supported through this. Much of the training will be led by your manager, but external trainers may come in to cover some specialist areas. Induction training gives you professional recognition and could lead on to other qualifications.

NVQs (National Vocational Qualifications)
You will gain NVQs as your experience and skills develop. You don’t have to take exams – NVQs are work-based vocational qualifications that assess your competence to perform everyday tasks, and check that you know why you are doing things in a particular way. A trained assessor will join you for periods to assess your abilities in the different aspects of your job. NVQs cover a wide range of areas, set for various levels of competence and experience. Examples are NVQs in Health and Social Care (Levels 2, 3 and 4). At levels 3 and 4 you choose either the Adult or Children and Young People pathway depending on the work you are doing. Various NVQs in management are also available.

Useful Weblinks
www.skillsforcare.co.uk

Apprenticeships
involve working and training with an employer and studying for other qualifications with a learning provider. Apprentices learn on the job, building up knowledge and skills, gaining qualifications and earning a wage. Entry requirements are flexible because apprenticeships are not just based on academic achievement. What counts are practical skills and your interest in social care.

Young Apprenticeships
are for 14-16 year olds. You’ll continue to study core National Curriculum subjects, including English, Maths, ICT and Science, but you’ll also spend up to 2 days a week in the work place.

Apprenticeships are open to anyone aged 16-24 not taking part in full-time education. There are two levels of apprenticeship.

Advanced Apprenticeships
work toward NVQ level 2 and Key Skills (these are essential skills you need to support your career, such as communication and numeracy) and a Technical Certificate.

Useful Weblinks
www.apprenticeships.org.uk
www.connexions-direct.com
www.lsc.gov.uk
www.dfes.gov.uk

C) Thinking of a change in career?
For many people coming to work in the care sector can be a second or third career. There is a huge range of opportunities open to you and there are entry routes available for people of all ages and all levels of experience. The most important qualities are an interest in people and a respect for what makes them special.

If you’ve never worked in the sector before and are looking for a change of career, then it may be a good idea to find out more about what the job involves before committing yourself. Local adult education centres offer introductory and short courses. These give a good opportunity to understand in more detail what the work involves. You can then find a job or volunteer role where you can gain a qualification while you work or you may want to take a college based course.

Working as a volunteer can be an excellent way to find out whether you’d like a career in health and social care. For more information on voluntary opportunities contact your local agency which provides support to voluntary and community groups in your area.

East Riding www.ervas.org.uk
Hull www.hullcvss.org.uk

Alternatively, if you are considering a higher education route, e.g. applying to university to study for a social work or nursing degree, but are worried that that you do not have the qualifications you can do an Access to Higher Education Certificate. This is a recognised route into higher education for mature students. Contact your local further education college for more information. See section 3 for more details.
This government programme aims to give unemployed people the help and support they need to get work. Everyone on New Deal has an adviser who takes time to understand your experiences, interests and goals so a plan can be prepared to get you into a suitable job. If you are eligible for New Deal, talk to your New Deal adviser about how to get started in the care sector.

Even if you are not eligible for a New Deal programme, your local jobcentre can help you find out about opportunities to work in health and social care.

Useful weblinks
www.jobcentreplus.gov.uk

E) Already working in the social care sector?

If you are already working in the health and social care sector you will be able to gain a recognised qualification by working towards an NVQ whilst you work. There are different levels of qualification suitable for every stage of your career. NVQs in Health and Social Care are available at levels 2, 3 and 4 and at levels 3 and 4 you can choose an adult or children and young people pathway dependent on the work you are doing. NVQs are work-based qualifications which you can complete at your own pace. Check which level qualification you could be working towards by looking at the qualification grid in section 3 or talk to your employer.

Useful weblinks
www.skillsforcare.co.uk

F) Do you want to be a Care Manager?

Working as a care manager is a very responsible job. As a care manager you could run, for example, a care home for older people or for those with learning disabilities, a residential child care home or a home care agency.

As a manager you play an essential role in keeping the provision of care running smoothly whilst ensuring that your clients receive the best possible care available to them. You assess needs, plan, direct, coordinate and supervise the delivery of care. Various NVQs in management are available including the Registered Managers Award (Adults) level 4 and the Award for Managers in Residential Child Care level 4. Alternatively you could have a social work degree or nursing qualification or degree.

For guidance on the National Minimum Standards for Managers go to Frequently Asked Questions at: www.skillsforcare.co.uk
G) Do you want to be a Care Trainer/Assessor?

In addition to the qualifications you have gained for your work, you could complete an Assessor Award which is part of the NVQ level 3 Training and Support qualification.

This would then enable you to assess the competence of students and trainees, or by completing the full qualification you could deliver training or support the training and development of staff and colleagues in your own work place. If you think you would like to become an NVQ Assessor / Trainer talk to your employer or contact your local training provider for more information about courses available.

Useful Weblinks
www.natopss.info

H) Do you want to be a Social Worker?

From 2003, professional training for social workers in England changed to an honours degree in social work. The degree is usually a 3 year, full-time, course which involves course work and a minimum of 200 days spent in work place settings. Some Universities may offer this on a part time basis or if you already have a degree in another subject, a shorter postgraduate course may be available.

Another option is to consider a flexible or modular study option, such as that offered by the Open University or if you are in existing relevant employment you may be able to apply for an employment based degree route. This usually takes 4 years and you need the support of your employer as students are required to be given weekly study leave by their employers.

A high proportion of social workers come to the job as a second or third career.

Admission criteria varies, but your previous experience will be valued and may be considered in place of formal academic qualifications. Contact your University Admissions team for clarification.

Alternatively you can do an Access to Higher Education Certificate. This is a recognised route for mature students into higher education. Contact your local further education provider for more information.

Once qualified you will need to register with the General Social Care Council (GSCC) which is responsible for regulating the workforce. As a qualified social worker you will then have the opportunity to specialise and continue with further training under a post-qualifying framework.

Useful Weblinks
www.socialworkcareers.co.uk
www.gsc.org.uk
www.dh.gov.uk

Students studying for the degree qualification may be eligible for an annual bursary of up to £4,575

Michelle
Children’s Social Worker

“The thing I love most about my job is the reward it gives when a family has been able to come through their difficult times and move on.”

Michelle has been a children's social worker for over a year. After studying childhood science in society at Durham, Michelle went on to take a two-year MA degree in social work. She qualified and started work within the East Riding on the same day.

“I would say that the majority of parents do co-operate with our enquiries or visits. Wherever possible, once a problem has been identified, we try and keep children at home with their parents and provide them with counselling and support. We provide advice, support and respite care if it’s needed. If it’s not possible to keep a child at home, extended family are always asked if they can provide care for the child.”

Michelle feels that the rewards of the job offset the pressures.

“When a child proudly wears their smart new uniform for the first time, or when their results improve at school and you see their happy faces, just knowing you’ve played a part in that makes it all very worthwhile.”
I have no qualifications or experience. Where do I start?
There is a huge range of opportunities open to you and there are entry routes available for people of all ages and all levels of experience. Entrants to the workforce include those starting work for the first time, those returning to work and those changing career. For some jobs you do not need any formal qualifications before you start as you can train as you work. Use this prospectus to find out more about the different options and read section 7, where you can find out more.

What qualities do I need?
The most important qualities are an interest in people and a respect for what makes them special. It is important that you care about people, that you are compassionate and are able to empathise and understand other people’s feelings. Good listening and communication skills are important, as is the ability to get along with other people and work as part of a team and while you are not expected to agree with or approve of the values and behaviours of other people, a non-judgmental attitude is important. You have to respect a person’s privacy and you also need to be able to work confidentially.

The General Social Care Council is responsible for setting standards of conduct and practice through the Code of Practice for Social Care Workers. See box to right for more information.

Is there a minimum age before I can begin work?
It is possible to work in some areas of health and social care from the age of 16, in supervised posts. In other areas workers/trainees have to be over 18 years of age as specified in National Minimum Standards.

Age restrictions apply where staff provide personal care to service users. Ask your employer or training provider for further information.

Are there any checks I need to go through before becoming employed?
People who work with those who are potentially vulnerable or physically frail need to be of the highest calibre and integrity. All applicants for jobs in social care and social work must therefore undergo pre-employment checks, which include a Criminal Records Bureau (CRB) Disclosure and the taking up of references.

For those planning to work in regulated child care positions with children under the age of 18, employers will apply for a check against the Protection of Children Act (PoCA) list as part of the CRB Disclosure. The Protection of Vulnerable Adults (POVA) list works in a similar way to PoCA but applies to applicants wishing to work in care positions in registered care homes or home care agencies.

The Home Office has also announced that from 12 October 2009 individuals will need to register with the Independent Safeguarding Authority (ISA) if they are to work or volunteer with children and/or vulnerable adults in a regulated activity.

What hours will I work?
Many jobs in social care need to provide cover 24 hours a day, 7 days a week.
As a result you may be required to work shifts or flexible hours.
This will suit people who prefer not to work the conventional nine-to-five. You can save on childcare expenses and enjoy leisure pursuits and other activities at quieter times away from the crowds.
You would need to check with your employer, but it could be possible for you to work part-time, or at particular times, to fit with your own commitments.

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What is the pay like?
The pay in social care work varies according to what job you do, where you are, who you are working for, and whether you are working shifts or weekends and bank holidays. As a guide, staff in residential care homes and home care earn on average £7.60 per hour* and in childrens homes an average of over £10 per hour (pay increases with promotion and more responsibility). Salaries for managers of residential care homes can be over £32,000 a year*.

*2005 Local Authority Social Care Workforce Survey

A qualified social worker would be on a starting salary of about £20,000 which could increase to about £28,000 or above, as you gain more experience and more responsibilities.

Please note that salary information is a guide only. For further information about salaries for particular positions, please contact your local council directly.

How long will it take to complete my qualification?
This depends on the qualification you are studying. GCSE, BTEC and GNVQ awards can either be 1 or 2 year programmes depending on where you study. NVQs are flexible: there is no condition that you need to complete all of the parts of an NVQ within a set time-frame. Assessment for a full NVQ can take between 9 and 24 months, though the national average is around 12 months.

Apprenticeships and advanced apprenticeships last as long as it takes to achieve your NVQ, Key Skills and Technical Certificate. On average it takes between 1 and 3 years. Whereas full time degree courses take, on average, 3 years.

How much will it cost to complete my training?
If you are working in a social care setting your employer may be able to access funding to pay for your training. Ask your supervisor or manager for more information. If you choose to do a vocational course at, for example, a local college, the cost will vary depending on your circumstances. Full-time education is free to everyone under 19 years of age and many adult learners qualify for either free or reduced fees depending on circumstances.

If you are unemployed and receiving benefits you should be able to study for up to 15 hours per week without affecting those benefits. Contact your local training provider for more information.

If you are looking to go to University, depending on what you choose to study, financial support may be available. For example, social work students are eligible for an annual bursary and free tuition fees.

Bursaries for social work students are now handled by the NHS Business Services Authority (NHSBSA). For more information about the social work bursary you can call them on 08456 10 11 22, or visit their social work bursary website.

www.ppa.org.uk/swb.htm
Diversity
As well as the huge diversity of work, there are people from many different backgrounds working in local government. Local government values the contributions different people make and recognises that the strength of an organisation lies in having a diverse workforce.

Local councils are equal opportunities employers and have recruitment policies and practices, which ensure that no person will be discriminated against for reasons of race, gender, age, sexual orientation, disability, religion, culture, language or HIV status. This commitment to equality of opportunity and respect for diversity extends not only to employees, but also to service users.

Training
Local government trains and develops its staff. Many councils run specific training programmes, such as graduate training schemes, management training programmes, training to gain professional qualifications, Apprenticeships and positive action schemes. However, you don’t need to be on one of these schemes to benefit, as the commitment to training includes everybody. All new members of staff within a council receive an induction and most have regular appraisals with their line managers, enabling them to identify training needs.

Flexibility
Due to the broad range of occupations in local government, there have always been many different patterns of work. Some jobs may require you to work a full time week of 37 hours, but there may often be part-time and job share opportunities, or shift work.

There is a great degree of flexibility in all areas of local government work and many employees benefit from flexible working hours, term-time working, compressed weeks and career breaks.

Community
Local government employees contribute to the local community whilst working in a dynamic, fair and flexible environment. Whoever you are and whatever your background, working in local government gives you the opportunity not only to develop your career, but also to make a difference in people’s lives.
Local authorities provide a wide range of benefits to motivate, reward and recognise employees. These are just some of the additional benefits available. For further information about benefits for particular positions, please contact your local council directly.

**Work/life balance**
Local authorities acknowledge that all employees need to balance home life with meeting their work commitments. These are some of our work/life balance policies:
- Flexible Working Hours
- Family Leave Policy
- Job Share Policy
- Career Break Scheme
- Parental Leave
- Maternity Leave
- Adoption Leave
- Paternity Leave
- Child care vouchers

**Pension provisions**
We offer membership of the Local Government Pension Scheme (L.G.P.S.), an excellent final salary scheme which provides a substantial range of benefits including:
- Index-linked benefits to keep pace with inflation
- Guaranteed benefits based on a set formula
- Life assurance
- Early retirement options/ill health benefits
- Tax relief on contributions
- Transfer rights (within 12 months)

**Holiday entitlement**
Annual leave provision in local government is competitive and increases depending on the grade of the post and length of service. In addition there are 8 statutory public holidays and 2 extra statutory public holidays.

**Car allowances**
Where applicable and subject to approval:
- Casual or essential user car allowances
- Car loan facilities
- Car leasing
- Free or discounted parking

**Other benefits**
- Removal and re-location expenses in approved cases
- A smoke-free working environment
- Union membership
- Employee awards for long service, excellent performance and achievement
- Occupational Health Service
- Employee counseling service
- Strong commitment to Health & Safety
- Wide range of job opportunities

A number of local authorities have also negotiated discounts on a wide range of products and services including:
- Entertainment
- Holidays & travel
- Sports & fitness
- Leisure time & days out
- Fashion & clothing
- Health & beauty
- Home & garden
- Cars & motoring
Further Information & Services

For more information call social work and care careers on 0845 604 6404 or visit
www.socialcarecareers.co.uk or
www.socialworkcareers.co.uk

For information about careers in social care and social work use this link to the local government website.
www.lgcareers.com/career-descriptions/caring-for-your-community

For information about social care training providers in the Humber area, email
fiona.macmillan@skillsforcare.org.uk,
 telephone: 07967 247220 or visit
www.skillsforcare.co.uk

If you are still at school, talk to your school careers service or contact your local Connexions Service, call 080 000 13 2 19 or visit
www.connexions.gov.uk.
For more information and to look for current job vacancies contact your local council below:

For further information about working in social care and social work and current job opportunities in the East Riding of Yorkshire Council use this link.
www.recruiteastriding.co.uk/

For further information about working in social care and social work and current job opportunities in Hull City Council use this link.
www.hullcc.gov.uk/

For further information about working in social care and social work and current job opportunities in North Lincolnshire Council use this link.
www.northlincs.gov.uk/NorthLincs/jobsandcareers/

For further information about working in social care and social work and current job opportunities in North East Lincolnshire Council use this link.
www.nelincs.gov.uk/jobscareers/
This document has been produced by the Humber Improvement Partnership supported by the East Riding of Yorkshire Council and the IDeA and through Capacity Building funding to raise awareness of the wide range of career opportunities available in local government.