

**JOB REPORT: PRINCIPAL SOCIAL WORKER AND ASSISTANT SOCIAL WORK
MANAGER**

RP	TD	KN	CM	EN	SCORE	GRADE
8	6	7	6	3	550.79	9+

1. RESPONSIBILITY

1.1 Control of resources

(a) Human Resources

(i) The postholder DIRECTLY manages the following staff:

Skilled manual	5
Professional	5

(ii) The postholder has the following authority over these staff:

- * General supervision and/or appraisal
- * Authorising work (quality control and final sign off)
- * Technical advice and guidance
- * Formal disciplinary authority
- * Training/development
- * Section management

(iii) The postholder is not required to manage staff indirectly.

(iv) In addition to the above, the postholder is required to oversee or manage the following staff:

All the time	11- 20 staff
--------------	--------------

(b) Financial Resources

The postholder has no responsibility for budgets.

(c) Equipment

(i) The postholder is responsible for the following equipment:

- * Office (PC, photocopier, OHP etc)
- * Light vehicles (cars, vans, tractors etc)

(ii) The nature of the involvement is:

- * Use or shared use
- * Repair & maintenance (e.g. health and safety)
- * Control of use by others

(iii) The value of the equipment described above is:

Large - R(hundreds of thousands)

(d) Stores & Livestock

(i) The postholder is responsible for the following stores/livestock:

- * Stationery

(ii) The value of stores/livestock is:

- * R hundreds

(iii) The postholder's responsibility covers:

- * Issues stores

(e) Land & Buildings

(i) The postholder does not have any responsibility for premises.

1.2 Autonomy

(i) Core responsibilities of the job from List 1 are:

- * General clerical/administrative
- * Specialist clerical/administrative
- * Professional services
- * Staff supervision

(ii) Core responsibilities of the job from List 2 are:

- * Policy analysis and development

* Project management

(iii) The structure of the job is best described as:

* Complex work content requiring frequent interpretation within an established framework

1.3 Advisory Responsibility

(i) The postholder is required to provide the following advice:

Procedural	Advanced
Technical/policy to colleagues	Advanced
Technical/policy to staff at a higher level	Advanced
Technical/policy to outside the Public Service	Expert
Public Relations	Standard
Department policy/strategy	Advanced
Public Service policy/strategy	Standard

(ii) The advice relates to a statutory function for which the Public Service is responsible.

1.4 Impact

(i) The postholder's work directly influences:

Own section	Extensive
Own division	Extensive
Own directorate	Moderate
Own department	Limited
Other departments	Limited
General public	Extensive
Private sector organisations	Moderate

(ii) The type and extent of the post's impact is:

Legal	Limited
-------	---------

Provision of poor advice to senior managers/colleagues	Moderate
Impact on services provided to the General Public	Extensive

1.5 Work Errors

(i) Significant risk of error in the post is due to:

- * Tight deadlines
- * High work volumes
- * Complexity
- * Confidential or sensitive data
- * Confrontational situations

(ii) The majority of errors would be detected:

- * Within the division

(iii) The consequence of error is:

- * Could involve time and or cost to correct

(iv) Errors are detected:

- * Within the month

2. THINKING DEMANDS

2.1 Understanding Job Info

(i) The job information received/issues considered usually concern:

- * Several closely related subject areas

(ii) The postholder must regularly absorb and understand the following information/issues:

Work instructions/guidance	Standard
Procedural	Complex
Technical/professional	Complex
Department policy/strategy	Complex

Public Service policy/strategy	Standard
--------------------------------	----------

(iii) The information available to the postholder is:

* Mostly incomplete

(iv) The postholder is required to carry out the following analysis on information:

Gather relevant information	Frequently
Analyse information and form conclusions	Frequently
Present results of analysis	Frequently
Identify areas for analysis and outputs required	Frequently
Judges the significance of the analysis	Frequently

2.2 Problem Solving

(i) Assistance or advice available to the postholder includes:

Referral to a more senior experienced employee	Always
Standing instructions or procedures	Always
Technical or professional standards/guidelines	Always
Established precedents	Usually
Narrow Policy guidelines	Always
Broad Policy	Always

(ii) The following best describes the majority of conclusions made by the postholder:

* Range of options

(iii) Problem solving that is subject to deadlines are:

Immediate	Frequent
Daily	Frequent
Weekly	Frequent
Monthly	Frequent

2.3 Planning

- (i) The postholder's planning impacts the following areas:
 - * The postholder's own work only
 - * Own section
 - * Own division
 - * Own directorate
- (ii) Planning is guided by the following existing plans/precedents:
 - * Work processes
 - * Application of policy or procedures
 - * Resource allocation
 - * Project planning

2.4 Decision Making

- (i) The postholder is expected to take decisions or make recommendations in the following areas:
 - * Planning/organising own work
 - * Planning and prioritising the work of others
 - * Resolving most job problems without assistance (moderate level of autonomy)
 - * Resolving job problems referred by others
 - * Authorising actions by others
 - * Recommend/decide on change
 - * Controlling projects
 - * Recommending actions requiring minor resource commitment by others
 - * Vetoing actions by others
 - * Recommending minor changes to policy

2.5 Creativity

- (i) The level of innovation/creativity required is:

Adaptive/Limited	On an individual basis
Adaptive/Significant	As part of a Team

3. KNOWLEDGE

3.1 Breadth of Knowledge

(i) The range and depth of knowledge required is best described as:

- * Full use of professional knowledge

3.2 Prior Experience

(i) The post is NOT an entry level post.

(ii) The method of promotion to the post is:

- * Post

(iii) The postholder requires the following experience before entering the post:

Professional services (e.g. medical, legal, chartered accountancy)	3 - 5 years
--	-------------

3.3 Qualifications

(i) The following minimum qualification is required for the post:

- * Fully professional qualified

3.4 Skills

(i) The following specific skills are required for the job:

Numeracy	Basic
Literacy	Basic
Driving	Basic
Language skills	Basic
Project management	Basic

(ii) The following specific skills are required for the job:

Welfare counseling skills	Advanced
---------------------------	----------

4. COMMUNICATION

4.1 Range of Contacts

(i) The postholder's main contacts, as a requirement of their job, are:

Co-workers	Daily
Supervisor	Daily
Management	Daily
Senior Management	Monthly
Legal practitioners (e.g. attorneys, magistrates judges),	Weekly
Other Departments	Weekly
Political office bearer (e.g. Ministers, Premier MEC)	Occasionally

(ii) Additional contacts are:

Students	Occasionally
Patients	Occasionally
Prisoners	Monthly
Private Sector Organisations	Weekly
General Public	Daily
Academic Institutions	Occasionally

4.2 Content of Communication

(i) The postholder regularly has to communicate the following types of information:

General Information	Standard
Procedural information	Complex
Technical/professional	Complex
Relationship management	Routine
Department policy/strategy	Complex

Public Service policy/strategy	Standard
--------------------------------	----------

4.3 Verbal Communication

(i) The postholder requires the following communication skills:

Routine exchange of information requiring helpfulness and politeness	Daily
Providing or obtaining information requiring simple explanation	Daily
Providing or obtaining information requiring difficult explanation	Daily
Providing or obtaining sensitive information requiring tact and diplomacy, e.g. through interviews	Daily
Motivational skills	Daily
Influencing skills	Daily
Formal presentation skills/public speaking	Monthly

4.4 Written Communications

(i) The postholder is required to produce the following written communications:

Routine notes/memos/letters	Daily
Routine reports	Monthly
Complex notes/memos	Daily
Complex letters/press releases	Monthly
Complex reports/technical papers	Occasionally

5. ENVIRONMENT

5.1 Physical Environment

(i) List 1: The majority of work is carried out in:

- * Office
- * Community

(ii) The postholder is subject to the following hostile or violent situations:

Verbal abuse	Monthly
--------------	---------

Physical threats	Occasionally
Physical assault	Occasionally

(iii) The postholder is subject to the following traumatic situations:

Mental illness Occasionally

5.2 Physical Demands

(i) The following physical demands are made on the postholder:

Prolonged use of computer	Occasionally
Driving	Weekly

(ii) The postholder is subject to the following unsociable conditions or hours:

Additional hours	Weekly
Week-end working	Occasionally
Travel on business outside normal hours	Weekly
Working away from base (overnight)	Occasionally

5.3 Hazardous Conditions

(i) The postholder is not exposed to any hazardous conditions.