

## JOB REPORT: SOCIAL WORKER AND SENIOR SOCIAL WORKER

RP	TD	KN	CM	EN	SCORE	GRADE
7	5	5	6	3	468.30	7+

### 1. RESPONSIBILITY

#### 1.1 Control of resources

##### (a) Human Resources

- (i) The postholder is not required to manage staff directly.
- (ii) The postholder is not required to manage staff indirectly.
- (iii) In addition to the above, the postholder is required to oversee or manage the following staff:

All the time                      6 - 10 staff

##### (b) Financial Resources

- (i) 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)

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

- \* Medium - R(thousands)

##### (d) Stores & Livestock

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

- \* Printing Supplies

(ii) The value of stores/livestock is:

- \* R thousands

(iii) The postholder's responsibility covers:

- \* Uses 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

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

- \* Policy analysis and development

(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	Advanced
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	Limited
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	Moderate

#### 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 week

## 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	Standard
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	Sometimes
Judges the significance of the analysis	Sometimes

### 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	Infrequent
Monthly	Infrequent

### 2.3 Planning

(i) The postholder's planning impacts the following areas:

- \* The postholder's own work only
- \* Own section
- \* Own division

(ii) Planning is guided by the following existing plans/precedents:

- \* Work processes
- \* Application of policy or procedures
- \* Resource allocation

### 2.4 Decision Making

(i) The postholder is expected to take decisions or make recommendations in the following areas:

- \* Planning/organising own work
- \* Resolving most job problems with assistance (limited autonomy)
- \* Resolving job problems referred by others

- \* Recommend/decide on change
- \* Recommending actions requiring minor resource commitment by others
- \* Vetoing actions by others

## 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:

- \* Limited use of professional knowledge

### 3.2 Prior Experience

(i) The post is an entry level post.

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

Professional services (e.g. medical, legal, chartered accountancy)	0 - 3 months
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### 3.3 Qualifications

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

- \* Honours Degree or LLB

### 3.4 Skills

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

Numeracy	Basic
Literacy	Basic
Driving	Basic
Operating equipment	Basic
Language skills	Basic

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

Welfare counseling skills	Basic
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#### 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	Weekly
Senior Management	Occasionally
Legal practitioners (e.g. attorneys, magistrates, judges)	Weekly
Other Departments	Weekly
Political office bearer (e.g. Ministers, Premier, MEC)	Occasionally

- (ii) Additional contacts are:

Patients	Weekly
Prisoners	Weekly
Private Sector Organisations	Weekly
General Public	Daily

##### 4.2 Content of Communication

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

General Information	Standard
Procedural information	Standard
Technical/professional	Complex
Department policy/strategy	Complex
Public Service policy/strategy	Routine

### 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
Negotiation skills	Monthly
Presenting evidence in court	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	Weekly
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
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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.