

ROLE PROFILE

Human Resources and Organisational Development



| Role Profile | | | | | |
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| Job Title | Personal Advisor | Job No. (Office Use) | E1790 | Grade/Grade range (for career grades) | Grade F |
| Department | Services for Children and Young People | | Division | Children’s Social Care | |
| Section | Looked After Children | | Team | 16+ Service | |
| Reports to (Job Title) | Team Manager | | Competency Job Type | Semi Professional | |
| Suitable for Job Share (Y/N) | No | | If No state reason | Due to the requirements of the role it is inappropriate for two workers to share a case load when undertaking direct work with service users | |
| Location | Ballard House, but required to access a range of locations across the city, including other agencies and community addresses | | Shift Pattern | Required to take part in a duty system between 08.30 and 17.00 (16.30 on Fridays) Monday to Friday. May be required to work during evenings and at weekends | |
| CRB check required | Enhanced | | | | |

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| Job Purpose | To improve the life chances of young people living in and leaving local authority care in accordance with Children (Leaving Care) Act 2000 and Plymouth City Council's Multi Agency Policy on Services to Care Leavers. To ensure that young people who are Care Leavers are supported and encouraged to make informed life choices which enable them to lead successful adult lives. Post holder will have contact with children, young people and vulnerable adults. |
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| Decision Making | <p>The role involves working within recognised procedures whilst using initiative, for example monitoring and delivering the requirements of a young person's Pathway Plan and responding to a young person's changing needs. This role may involve responding to unexpected problems and situations, for example when working within a Duty Rota or undertaking visits to young people in the community.</p> <p>The post holder generally has access to a supervisor or manager for guidance on unusual or difficult problems such as disclosures within Child Protection Procedures.</p> <p>Undertake in depth direct work using recognised evidence based tools e.g. undertake a community based assessment, life story work or post trauma recovery work.</p> |
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Not protectively marked

Plymouth City Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable people with disabilities to fulfil the criteria for, and undertake the duties of its' jobs.

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| | <p>Working with young people with complex developmental trauma, e.g. children suffering from attachment disorders, mental health or substance misuse issues.</p> <p>Evidence that individualised packages of intervention have been developed and applied appropriately with measurable outcomes in line with the Pathway Plan</p> <p>Be accountable for young people on the workers caseload undertaking direct work in accordance with the Pathway Plan.</p> <p>In working with more complex cases, workers will have a greater awareness of the more complex issues and be able to make recommendations on actual or likely risk of significant harm, e.g. substance misuse, offending behaviour, mental health, and the effect that this may have on the young person's long term welfare.</p> <p>Be able to recognise the more complex subtle issues and consider the long term outcomes for these young people, e.g. long term effects for a young person engaged in a cocktail of risk taking behaviours that are affecting their mental health and emotional well being.</p> |
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| Accountabilities | <ul style="list-style-type: none"> • Responsible for the welfare of young people by the formulation and implementation and review of Pathway plans • Identify and assess the needs of young people by working with the young person, other agencies and significant others, using evidenced based assessment tools, e.g. DUST • Manage a caseload of clients, aged 16 – 24 years living in and leaving Local Authority care, within statutory requirements using organisational and planning skills to ensure that meetings are attended and visits are conducted to meet statutory timescales, where required, in order to meet the assessed needs of young people • Attend and contribute to Care Plan reviews for children who are still Looked After • Provide information, advice and guidance to young people leaving care, their parents or carers on the range available services, welfare benefits and support to meet their needs, e.g. advice on sexual health services, education or training schemes etc. • Evidence the completion of the framework for assessment to a satisfactory standard using agreed tools, and use this information in order to develop Pathway Plans that meet the needs of young people, containing clear and time limited aims and objectives. • Comprehensive, consistent and appropriate use of ICS to a recognised standard in line with departmental and statutory requirements e.g. uses the appropriate method of sending and receiving messages, writing observations, recording plans • Partake in a duty rota between the hours of 8.00am and 8.00pm, Monday to Friday. Undertake contact with young people known to the service within the office and in the community as required • Support young people to access and sustain suitable accommodation • Support young people to access and sustain education, employment or training • Evidence the successful completion of direct work with young people e.g. managing risk taking behaviours, staying safe, using recognized evidenced based tools. • Responsibility for the management of complex issues of confidentiality, e.g. when working with young people and their families • Represent the service at statutory meetings e.g. child protection case conferences, reviews, etc. |
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| | <ul style="list-style-type: none"> • Work with young people with more complex needs and undertake the more complex tasks identified in the plan, e.g. young people who are resistant to change • In partnership with other relevant professionals develop and deliver sophisticated packages of intervention that are appropriate to acute and high risk situations, e.g. direct work and interventions with young people who demonstrate sexually concerning behaviors to maintain them safely in their accommodation, training and other community resources, whilst ensuring the safety of others • Undertake other duties appropriate to the grade of the role <p>Undertake other duties appropriate to the grade of the post</p> |
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| Demands | <p>Maintain a caseload of more intensive cases on a regular basis, as part of the normal working week, that demand more, in depth, knowledge and application of statutory requirements, research and theories e.g. the application of research into substance misuse and risk taking behaviors.</p> <p>Delivering difficult messages to young people, parents and carers and then executing those decisions. This may take place after an intensive period of assessment or direct work with the young person.</p> <p>Sharing complex emotional information with young people, including about the death of a parent or other relative, or about difficult family histories. Working with the impact of loss for a young person.</p> <p>Recognition and understanding of own attachment pattern and understanding how this impacts on working relationships with all members of the family.</p> <p>The post holder will spend, on average, two hours assimilating and analysing information in order to prepare a care plan or write a court report</p> <p>The role can place significant emotional demands on the post holder because of the nature of work e.g. domestic violence situations.</p> |
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| Working Conditions | <p>Most of the work takes place indoors in service user homes; there can be regular exposure to unpleasant and hazardous situations; insanitary conditions where basic rules of hygiene and safety are not observed e.g. animal excreta in living areas, dirty wet bedding and drug paraphernalia in living areas. There may be exposure to animals, some of them potentially dangerous.</p> <p>Serious verbal abuse, aggression and other anti-social behavior from service users and/or members of the public can occur frequently and is unavoidable.</p> <p>All workers have an office base in which to return with access to a desk and the necessary IT equipment</p> |
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| Experience, Knowledge and Qualifications | <p>Essential:</p> <ul style="list-style-type: none"> • Two GCSEs (Grade A-C) in Mathematics and English Language, or equivalent • Evidence of Continuous Professional Development by producing documentation evidencing current knowledge and skills • Adhere to the General Social Care Council Code of Practice to meet the standards of practice and conduct required of social care workers • NVQ Level 3 - Health and Social Care, or K101 Open University – Introduction to Health and Social Care or K209 Open University – Youth Justice, theory, research and practice or equivalent e.g. degree in youth and community |
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| | <p>work etc</p> <ul style="list-style-type: none"> • Demonstrable experience of working in a children's social care setting or criminal justice settings, thus gaining a toolkit of knowledge to enable more effective interventions for a range of different service users • Demonstrable experience of working with adults, children and young people with challenging behavior • Experience and use of the development of sound tools and methods to ensure own safety, work alone in higher risk situations or with young people with more challenging and volatile behaviors, e.g. Young people who can become violent and aggressive • Demonstrable knowledge of Childcare legislation, i.e. the Children's Act 1989, Children's Act 2004 and Every Child Matters and other relevant related childcare legislation, i.e. Adoption and Children Act 2002, Leaving Care Act 2000 plus National Minimum Standards for Adoption and Adoption Support Regulations 2005 <p>Working knowledge of:</p> <ul style="list-style-type: none"> • Other relevant legislation e.g. Homelessness legislation, Asylum Seeking legislation • Child Protection issues, e.g. understanding of all forms of child abuse neglect, physical abuse, sexual abuse and emotional abuse • Statutory responsibilities in one or more of the following areas: child protection, looked after children, permanency and placement, care leavers, crime and disorder, anti social behaviour and adoption • The role of other statutory and voluntary agencies, e.g. CAMHS, Education, Police, the Zone • In depth understanding of child development plus additional academic theoretical knowledge of family dynamics / parenting / social policy / sociology / psychology e.g. understand and apply attachment theory to practice • Demonstrable use of current research on related topics such as attachment, bereavement, sexual abuse, domestic abuse etc in service delivery • Development of new methods of intervention based on findings from research and the needs of the service user • In depth understanding of the Social Care electronic system (ICS) or Youth Offending (IS) • Understanding of the requirements of lone working |
| Skills and Technical Competencies | <ul style="list-style-type: none"> • Skills to solve varied problems such as client homelessness and short term planning for Pathway Care Plans. Also to assimilate and analyse information in order to prepare care plans or write court reports. Analytical skills in order to interpret available information related to a particular case • Organisational and planning skills in order to develop solutions and / or plans for the present and / or future related to Pathway plans to meet the assessed needs of young people • Interpretation skills by using a range of methods to undertake more involved work, e.g. research methods and theories to advise on the best course of action following a visit to a service user • Developed verbal and non verbal communication skills, e.g. signing, the use of visual aids etc to be able to: diffuse volatile situations, assist service users to express their views appropriately, support and challenge service users and colleagues effectively. Also used to exchange sensitive information with a range of audiences. These include: health service, housing, police, Oral and written reporting skills. The information included in the casework will be of a sensitive nature |

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| | <ul style="list-style-type: none"> • Developed interpersonal skills gained from experience and knowledge, to enable the worker to work safely when working in more intense, volatile situations, e.g. diffusing skills to calm a particular situation in a service user's home and to successfully communicate difficult messages to young people and their parents or carers. Provides advice and guidance to less experienced members of the team, as well as advising social workers and other professionals on specialist areas • Ability to undertake more involved pieces of work by using developed negotiating and persuasive skills to be able to constructively challenge service users. Fully incorporate user feedback in packages of Intervention • Coaching and guiding skills to assist other less experienced staff in their development, including trainee or newly qualified social workers • Demonstrable skills in using PC based applications including Microsoft applications such as Outlook and Word to enable plans to be produced and accurate records to be maintained. Also keyboard skills required to enable applications such as PowerPoint, Excel and Publisher to be utilised. Advanced use of the internet e.g. to undertake research and collate that research with articles on specific issues and incorporate into working practices • Produce written reports that accurately reflect and summarise the main issues and make recommendations in a range of different settings i.e. case conferences, court, core groups and reviews • Be able to deliver advanced evidenced based packages of interventions that specifically address issues such as risk taking behaviour, self-harming behaviour, genetic sexual attraction • Use advanced evidence based tools to address the more entrenched behaviours • The ability to adhere to issues of confidentiality e.g. when working with adoptive and birth parents |
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| Corporate Standards | <ul style="list-style-type: none"> • Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its' policies and procedures. • Work within the requirements of the Councils' Health and Safety policy, performance standards, safe systems of work and procedures. • Undertake all duties with due regard to the corporate equalities policy and relevant legislation. |
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