

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Personal Adviser
Grade	PS7	Reports to (role title)	Team Manager Leaving Care
		Directorate	Children, Families and Learning
JE Band	228-268	Service	Corporate Parenting
		Team	Quadrant Leaving Care Teams
		Date Role Profile was created	01/12/2018

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended

Role Purpose including key outputs	<p>To case hold and provide support to young people, including asylum seekers, aged 18 – 21 years and up to 25 as assessed. The role holder may advocate for Care Leavers and signpost or recommend services.</p> <p>Carry out joint working on cases from 16 - 18 years and participate in the assessment and preparation of Pathway Plans and assessments for looked after children.</p> <p>May be responsible for representing the Leaving Care Service at working groups such as participation events and at Care Council meetings and participate in specific projects.</p> <p>Support and assist the well-being of individual care leavers previously looked after by Surrey to ensure they are supported to make the transition into adulthood to independent living.</p> <p>Advise and assist the young person in line with the functions as outlined in the young person's pathway plan</p> <p>Support the young person to develop their confidence and decision – making capacity</p> <p>Provide information and guidance on financial capability, housing options, education, training and employment opportunities, support in finding and sustaining employment, general information about leisure, sporting and cultural opportunities to enable care leavers to enjoy and participate in community life.</p> <p>Provide advice on basic information and assistance to develop the practical skills they will need to manage the expectations placed on them as they gradually assume the responsibilities of greater independence.</p> <p>Assess risk and complete risk assessments, including for exploitation.</p> <p>Represent the team at monthly accommodation panels to present young people requiring supported accommodation</p> <p>Alongside their caseload PAs will be required to carry out duty on a rota basis.</p>
Work Context	<p>Personal Advisers based in one of the four area based teams located at various children services offices across the authority.</p> <p>They are expected to visit young people living in and out of the county to complete assessments including Pathway Reviews.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and <u>take reasonable care for the health and safety of themselves and others.</u></p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Minimum relevant NVQ Level 2 qualifications or able to evidence knowledge/understanding of working with young people/care leavers.</p> <p>Ability to work to the reporting standards of the department: ensuring that they are structured, evidence based and in accordance with the Directorate Quality Assurance Standards.</p> <p>An awareness of current issues relating to socially excluded young people including young people claiming asylum and or subject to immigration control.</p> <p>Have knowledge of the relevant legislation relevant to care leavers including the Children Act 1989, Children Leaving Care Act 2004, Homelessness Reduction Act 2017, Children and Social Work Act 2017.</p> <p>Knowledge of Housing legislation, Department of Work and Pensions Benefits, and Immigration Policy</p> <p>Ability to develop and sustain good working relationships with young people including those who may be disengaged, involving them in the planning.</p> <p>Experience of working with unaccompanied Asylum Seeking young people.</p> <p>Ability to travel around and out of the county to visit young people, and undertake some evening visits.</p> <p><u>Willingness to undertake further training.</u></p>
<p>Role Summary</p>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>