

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Carers Practice Advisor
Grade	PS7	Reports to (role title)	Assistant Team Manager or Senior Carers Practice Development Advisor
		Directorate / School	AWHP
JE Band	228-268	Service / Department	Commissioning and Operations
		Date Role Profile was created	01/09/2025

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 to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role will play a key part in promoting best practice around carer support, aligned with the principles and duties of the Care Act 2014. Operating within the AWHP directorate, the role will ensure the voice of carers is heard. The role will support the development of knowledge and skills around carer practice for operational staff to ensure consistent, high-quality carer practice across adult social care. This includes direct work with residents, including undertaking assessments and reviews.</p> <p>As an experienced professional, the person will demonstrate extensive practical experience around carers and social care practice. They provide advice and guidance to operational staff supporting consistency and standards of practice. The role will lead on the delivery of training to increase carer awareness.</p> <p>The role will support the development, implementation, and evaluation of practice improvements for carers, ensuring that services are responsive, person-centred, and aligned with statutory responsibilities. They will contribute to practice audits, promote good practice, particularly in relation to Carers and Young Carers, using a whole family approach.</p> <p>The role will work in partnership with partners, both internally and externally, which includes representing our directorate in multi-agency forums.</p>
Work Context	<p>Carer Practice Advisors in the AWHP directorate are based in operational teams or the Adult Academy. They will enhance preventative support and strengthen community engagement for carers by promoting early intervention and reducing demand on statutory services. They will act as a first point of contact with carers who have been referred to our services. They will act as a point of contact for commissioned carer providers and services.</p> <p>The role of Carer Practice Advisor will be to support and advise other professionals and will be required to hold case work as required by the operational demands of the service they are working in.</p> <p>They will take an active part in delivering training, reflective practice sessions, quality assurance and promoting best practice. They will work closely with the senior carers practice development advisor, supporting projects, strategic developments and cross-organisational initiatives.</p> <p>They will identify areas of improvements from an operational point of view and contribute to the evaluation of existing carer services. They provide subject matter expertise and joint working support on complex carer cases, promoting holistic, strengths-based, integrated and person-centred approaches.</p>

Line management responsibility if applicable	Not applicable
Budget responsibility if applicable	Not applicable
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</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>• A minimum of 5 GCSE'S or equivalent, or an NVQ level 2 or equivalent in social care and relevant experience in a health or social care setting and a satisfactory DBS will be required. A basic understanding and knowledge of the structure, function and legislative context of Adult social care services, including the Care Act, The Mental Capacity Act, and a specific Knowledge of legal duties toward carers and young carers. An understanding of Whole Family Approach and how to put it into practice. An understanding of common health conditions and the implications of these on a person's wellbeing. An understanding of common implications of being a carer or young carer. An understanding of the family friends and community agenda. An understanding of the principles of confidentiality and consent to share and the importance of complying with confidentiality policies within the service. Understanding of the social model of disability and the impact of disabling barriers that prevent individuals from accessing essential support and services. Experience of using organisational skills to manage large volumes of work in a fast paced and changing environment, maintaining attention to detail and using a person centred, professional approach to work. Ability to communicate and engage with individuals, families, carers, colleagues and other agencies both verbally and in writing in a clear, jargon free and professional manner. Ability to work on own initiative, determine priorities, with guidance from others, respond flexibly to changing priorities and maintain accuracy and attention to detail. Ability to develop and facilitate training (including induction), presentation and information sessions for a range of agencies including external agencies, voluntary sector, carers and members of the public.</p> <p>Ability to utilise knowledge of carer specific and whole family approach to improve practice and to achieve good recording and accountability. Ability to understand and analyse data and provide reports that draw on evidence from different data sources.</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>

