

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Adolescent Practitioner Edge of Care
Grade	PS7	Reports to (role title)	Team Manager Edge of Care and Rapid Response
		Directorate / School	Children, Families and Lifelong Learning
JE Band	228-268	Service / Department	Adolescent Service Central
		Date Role Profile was created	06/03/2024

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>Adolescent Practitioners take a lead role in providing and coordinating consent-based support to children and families in Surrey. They support whole families through a strengths-based and trauma-informed approach, utilising motivational interviewing skills and effective relational and restorative approaches.</p> <p>The Edge of Care (EoC) team provides prevention support for children and young people, age 10 plus on the Edge of Care (EoC) who are usually at imminent or potential risk of needing to become looked after by the Council</p> <p>The postholder will:</p> <ul style="list-style-type: none"> - provide structured interventions that help families - develop problem-solving skills - help to build resilience and achieve positive, sustainable behaviour change. - provide a rapid response to young people and families in crisis. This helps them deal with difficulties that have led to the family being at risk of breakdown. It also prevents further escalation and referral to care proceedings. - gather, assess, and record information about the young person and family by liaising with various services and interpret these in the context of possible safeguarding need. - provide timely and high-quality assessments and reports to various professional meetings. - conduct home visits and work with children and families in accordance with local protocol/safeguarding concerns. - Meet the holistic needs of the young person by adopting an end-to-end supervision approach to the young person and their carers. - Ensure that casework is adequately recorded as per the team policy and procedures, including timely and accurate case notes, assessments and reports. - Ensure that children & families are not 'passed around' different services and that support and relationships are consistent and meaningful. - Provide a range of support including one to one meeting, visiting children in a range of community-based settings, visiting families in their homes, and delivering group-work. <p>Be an active team member and support colleagues in their work, also to work on own safely as per local health and safety procedures.</p> <p>Promote and incorporate the principles of family safeguarding, whole family practice', 'restorative practice' ' as key models in engaging and empowering children and young people & families/carers to develop independence and resilience and promote positive change.</p> <p>This could be working in the family home with young people and their family members, to agree and implement plans addressing the presenting and underlying needs or risks to the young person. They will need to respond to young people's behaviour with patience, calmness and an accepting restorative approach and be responsive and attuned. Edge of Care Hub workers may have to organise and provide flexible care at short notice to young people in times of crisis, including undertaking activities in and out of the family home, including overnight care from time to time. They will support a young person to engage with a range of education, health and wellbeing resources. They will ensure young people are able to be involved in their care and ensure they have access to representation and complaints procedures; they will act as an advocate.</p> <p>Manage a mixed caseload of children and young people known to early help or child in need services, or referred as NEET or homeless, via 1-1 or group interventions to support them in avoiding harm and promote development.</p> <p>Contribute to ensuring a positive, strong profile for the Early Help service in its dealings with the public, service users & external agencies e.g. schools, police, voluntary organisations.</p>
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Work Context	<p>Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate.</p> <p>The working pattern includes shifts and working unsocial hours – weekends, evenings, and bank holidays. We anticipate shifts of 9-5 and 2-10 (breaks) to cover evenings, weekends, bank holidays on a rota basis. Workers will therefore need to be adaptable and flexible to meet these operational needs.</p> <p>The young people supported by the Edge of Care Team have significant vulnerabilities due to risk of criminal exploitation, family pressures, mental ill-health or experience of significant trauma, and require a high level of compassion, empathy and resilience, combined with consistent patience and understanding. Due to their needs and experiences, they can present unregulated behaviours, including self-harm, physical outbursts, and risk-taking behaviour; we therefore have a responsibility to make them feel valued, safe and accepted for who they are. In order for you to be able to work at this level in a consistent and sustained way we place great value and importance on the culture and workforce development.</p> <p>They work a multi-agency, multi-disciplinary service working with some of the county's most vulnerable & disadvantaged children & young people (aged 0-19 & up to 25 with SEND) & their families/carers. As an Adolescent Practitioner in a hub model the post holder will be expected to work with a caseload of children, young people & families relevant to their experience and knowledge. The Adolescent teams predominantly receive referrals where the primary need relates to a child aged 10-plus.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	This role does not have budgetary responsibility but may be accountable for the proper use of cash floats or pre-payment cards/company credit cards in accordance with council procedures and delegated financial responsibility.

<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 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>	<ul style="list-style-type: none"> • Experience working with Surrey Family Services target client groups in either a paid or unpaid capacity. • Educated to GCSE or A Level standard. • Competent literacy, numeracy & IT skills. • Enhanced DBS clearance • Willing and able to travel around the county to meet the demands of the role; when required to work unsocial hours, when required to work from different sites, and work evenings and weekends if required in line with service needs. • Valid driving license and access to a car
<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>
<p>Reference Number</p>	<p>BM-2024-126</p>