

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8PCS</b>	<b>Role Title</b>	<b>Personal Adviser</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Team Manager Leaving Care</b>
		<b>Directorate</b>	<b>Children, Families and Learning</b>
<b>JE Band</b>	269-313	<b>Service</b>	<b>Corporate Parenting</b>
		<b>Team</b>	<b>Quadrant Leaving Care Teams</b>
		<b>Date Role Profile was created</b>	<b>28/02/2020</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To be the responsible person for the individual care leaver in line with statutory requirements, case hold and provide support to those aged 18 – 21 years and up to 25 years as assessed.</p> <p>To have a thorough understanding of all relevant legislation pertinent to Care Leavers, ensure commitment to ongoing training and development to support the delivery of the PA role and maintain up to date knowledge in respect of education, employment, apprenticeships, housing, welfare entitlements and asylum issues.</p> <p>To joint work with the social worker looked after children aged 16 – 18 participating in the preparation of pathway plans and implementing tasks relevant to the PA</p> <p>To support the young person in achieving the outcomes outlined within their pathway plan through provision of relevant information, advice, support and signposting to relevant services and partner agencies.</p> <p>To assess risk and complete risk assessments, including for exploitation and present this information in relevant forums</p> <p>To support care leavers with the transition into adulthood and independent living ensuring they are equipped to make good decisions and have the practical skills necessary to live independently</p> <p>To undertake Subject Access Requests in respect of the Care Leavers the PA is working with</p> <p>To ensure compliance with Surrey's Practice Standards and all Key Performance Indicators for Care Leavers.</p> <p>To represent the Care Leaving Service at participation events, Care Council meetings and specific projects to further develop the Care Leavers Service</p> <p>To carry out duty on a rota basis alongside existing workload</p> <p>To ensure compliance with the financial policy for Care Leavers</p>
<b>Work Context</b>	<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>
<b>Line management responsibility</b>	N/A
<b>Budget responsibility</b>	May request funding in line with the current financial policy and procedures for all young people on their workload. Financial requests are
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>Assess and manage risk associated with assigned cases/service delivery.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>Contribute to the regular monitoring and review of services established to facilitate service improvement.</li> <li>Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership.</li> <li>Work in partnership with service users, their families/carers.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Advanced vocational qualification at level 4 or considerable on the job experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate.</li> <li>• Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners.</li> <li>• Numerate and able to advise on effective use of budgets and resources.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>• Creative problem solving skills and the ability to identify service improvement initiatives.</li> <li>• Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Minimum relevant NVQ Level 3 / 4 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>Willingness to undertake further training.</p>
<b>Role Summary</b>	<p>Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>
<b>Reference Number</b>	BM-2020-053