

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PCS	Role Title	Senior Adolescent Practitioner Central Hub
Grade	PS9	Reports to (role title)	Team Manager Central Hub
		Directorate / School	Children, Families and Lifelong Learning
JE Band	314-370	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.

<p>Role Purpose including key outputs</p>	<p>An Edge of Care Senior Practitioner (Multidisciplinary) is a key, leadership-focused role within Surrey Adolescent Services designed to prevent children and young people from entering the care system by supporting them and their families during crises. They will also have responsibility to support reunification for children to return to their parents care or maintain placements with foster carers reducing the need for children to live outside of a family. A Senior Adolescent Practitioner combines high-level, intensive direct practice with staff supervision and service development.</p> <p>Key Responsibilities</p> <ul style="list-style-type: none"> •Intensive Intervention & Case Management: Holding a small caseload of complex, high-risk cases where children are at imminent risk of being taken into care, providing therapeutic and practical support in the family home. •Leadership & Supervision: Providing reflective supervision, mentoring, and support to Adolescent Support Workers, directing their practice, and reviewing cases. •Multidisciplinary Collaboration: Acting as a lead practitioner within a multidisciplinary team, engaging with partner agencies (health, education, police) to deliver tailored support packages. •Service Development & Quality Assurance: Contributing to the development of the Edge of Care service, conducting practice audits, developing and supporting groups for young people, parents and families together. Developing a collaborative approach to capture children and families voice when developing services. •Crisis Management: Deputizing for the Team Manager when needed. •Relationship-Based Practice: Utilizing restorative, systemic, or strengths-based approaches to build trust with families and empower them to make lasting, positive changes. <p>Essential Requirements</p> <ul style="list-style-type: none"> •Qualifications: Substantial experience of supporting children and families in crisis. An in depth understanding of the issues impacting on the local community and adolescents. A passion and strength based approach to keep families together. •Skills: Strong leadership skills, high-level assessment abilities, restorative practice knowledge, crisis management capability, and excellent communication skills. •DBS: Satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). •Full UK driving license: Willingness to travel across the county to meet the needs of the service. •Intensive Support: Working hours include a shift basis, covering evenings and weekends. •Hybrid Working: Mix of home, office, and home-visiting work. •Support: Access to regular supervision, reflective supervision groups, and high-quality training.
--	--

<p>Work Context</p>	<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>Adolescent Practitioners work in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.</p>
<p>Line management responsibility if applicable</p>	<p>Yes, line managed 2 to 3 people.</p>
<p>Budget responsibility if applicable</p>	<p>N/A</p>
<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"> • Identify opportunities and risks associated with the service and escalate / report to management. • Investigate concerns, complaints and safeguarding issues to promote satisfactory and positive outcomes and protect vulnerable members of society. <p>Service Development</p> <ul style="list-style-type: none"> • Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • 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. • Contribute to service plans and plan staff resources to maintain operational delivery of services. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist with budget/resource/funding management in accordance with the organisation policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • 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 ensure quality, integrated service delivery. • Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> • Line manage and/or supervise, guide, advise and mentor less experienced or non-professionally qualified staff on casework and provision of care services, making sure that staff act in accordance with procedures and good practice. Assist in the development of staff and in the timely provision of services. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area. • High level working knowledge of relevant legislation, procedural frameworks and practice standards in a specialised area of practice. • Able to assess, plan and review appropriate support. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff. • Understanding of the principles of confidentiality and information governance and how these apply to social care. • Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Extensive experience working with target client groups, including children, young people, and families facing complex safeguarding, behavioural, emotional, or social challenges. Experience may be gained in a paid or voluntary capacity, with evidence of working in high-risk, multi-agency environments including any of the following areas supporting families on the edge of statutory intervention, neuro diversity or mental health. • Educated to GCSE or A-Level standard, with additional professional development or relevant vocational training in areas such as safeguarding, family support, trauma-informed practice, or child development considered highly advantageous for a senior role. • Enhanced DBS clearance, demonstrating suitability to work directly with vulnerable children, young people, and families. • Flexible and responsive to service needs, including the ability to travel across the county to meet families in their homes, schools, and community settings. Willing to work from multiple sites and undertake occasional evening or weekend work to ensure timely support and crisis intervention. • Full, valid driving licence and access to a car, enabling prompt response to urgent situations and effective delivery of outreach support across Surrey.
Role Summary	<p>Roles at this level may manage a small team delivering specific front line services and/or will be an experienced professional assessing and managing a complex caseload supporting consistency and standards of practice, in a defined service or geographical area. They will require a professional qualification and experience or extensive practical experience. They usually work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead although the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>
Reference Number	<p style="text-align: center;">BM-2026-170</p>