

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Carer Practice Advisor
Grade	PS7	Reports to (role title)	Team Manager or Senior Manager
		Directorate / School	Adult Social Care
JE Band	228-268	Service / Department	Area based
		Date Role Profile was created	

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>This role will be to promote good practice, particularly in relation to Carers and Young Carers, using a whole family approach that contributes to the provision of a social care service for the residents of Surrey in line with the Care Act 2014.</p> <p>The Carer Practice Advisor will need to ensure the development and maintenance of comprehensive and specialist knowledge of information that is relevant to the post and use this to assist their teams to advise carers, the people they support and their families. As well as to promote good practice with carers and young carers in local teams, Integrated Teams and with other partner organisations representing Surrey County Council's statutory obligations to carers and young carers. and to work in partnership on initiatives that benefit carers and young carers. To develop and maintain professional links between the Area teams and other statutory services delivering support to carers and young carers (e.g. Children Schools and Families, Schools, etc) and to work in partnership on initiatives that benefit carers and young carers.</p>
Work Context	<p>Carer Practice Advisors in Adult Social Care are based in one of the following four areas: 1. Mental Health 2.Substance Misuse and Forensic 3. Older People and Physical and Sensory Disability and 4.Learning Disability, Autism and Transitions. Each of the areas have teams that provide community social work, occupational therapy services and social care support to the local community. The Carer Practice Advisor is linked to one of these 4 Areas and will support the team/s that are within this Area.</p> <p>The role of Carer Practice Advisor will be mainly to support and advise teams in their Area but may be required to hold occasional case work in order to maintain their professional competence.</p> <p>The role also supports hospital and reablement teams within the area in relation to their work with carers and to regularly represent Area/Surrey County Council at a variety of meetings to improve an understanding of Adult Social Care's roles and responsibilities and the promotion of information sharing between agencies in relation to carers.</p>
Line management responsibility if applicable	Not Applicable
Budget responsibility if applicable	Not Applicable

<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. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Must have:</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.</p> <p>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.</p> <p>Knowledge of safeguarding including the types of harm.</p> <p>An understanding of Whole Family Approach and how to put it into practice.</p> <p>An understanding of common health conditions and the implications of these on a person's wellbeing.</p> <p>An understanding of common implications of being a carer or young carer.</p> <p>An understanding of the family friends and community agenda.</p> <p>An understanding of the principles of confidentiality and consent to share and the importance of complying with confidentiality policies within the service.</p> <p>Understanding of the social model of disability and the impact of disabling barriers that prevent individuals from accessing essential support and services.</p> <p>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.</p> <p>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.</p> <p>Ability to work on own initiative, determine priorities, with guidance from others, respond flexibly to changing priorities and maintain accuracy and attention to detail.</p> <p>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.</p>
Role Summary	<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. Graduate trainees start at this level.</p>
Reference Number	<p>BM-2022-248</p>