

Job Title: Personal Advisor – Care Leavers	Role Profile Number: SO1322
Grade: N Salary:	Date Prepared: December 2014
Directorate/Group: Children & Families & Community Health	Reporting to: Social Work Operational Manager – Care Leavers
Structure Chart attached:	

Job Purpose

To be a Personal Advisor to all 16 to 18 year old children and young people in care/care leavers and key worker for those care leavers aged 18 to 25 years. To be an active member of the Care Leavers team, having high aspirations for young people. As a Personal Advisor you will be involved in planning, delivering and evaluating a range of activities, opportunities and services to young people including:-

- Providing advice and support
- Drawing up the pathway plan and ensuring it addresses any changing needs
- Keeping in touch with the young person
- Co-ordinating services, linking in with other agencies

All Personal Advisors to establish, maintain and develop effective and constructive working relationships with all young people who need support in such a way as to engage and assist them and ensure that they achieve positive outcomes. Work may include liaison and communication with parents and carers as well as young people.

Due to the nature of work, the postholder will be expected to work as part of a rota to provide support to care leavers during out of hours and weekends to ensure that the service is flexible and responsive to individual young people’s needs.

Key Accountabilities

- To ensure that children and young people are the focus for the service and are treated courteously and fairly and consulted on all aspects of their service provision.
- To jointly work with Social Work Locality Teams providing the Personal Advisor role to young people up to the age of 18 years old at which stage they will transfer to the Care Leavers team where the postholder will be required to provide Key Worker support.
- To empower young people to communicate effectively and acquire financial awareness to enable independence and support them to become contributing citizens in their community.
- To ensure young people are aware of their entitlements, grants, bursaries and actively support their applications as appropriate.

- Undertake an active role with, and on behalf of, young people to attend interviews relating to their progress into education, employment and training.
- To be actively involved in the various aspects of Care Planning, Placements and Case Review Regulations to ensure that Swindon Borough Council fulfils its duties as a Corporate Parent to all young people in Swindon and those placed in other Local Authority areas.
- Liaising with and developing partnerships with other agencies and services in order to provide a full range of choices and options for young people.
- To take the lead role in drawing up and implementing young people's Pathway Plans which are appropriate to their circumstances, needs, potential and aspirations.
- To co-ordinate the provision of services and refer young people to a range of support services based on their needs as identified in the Pathway Plan as well as any appropriate specialist agencies as deemed necessary within the Plan.
- To liaise with housing providers, landlords and registered social landlords and determining the most suitable needs-led accommodation options and supporting the young person in moving and equipping the home with basic essentials.
- To carry out the full responsibilities of the post with due regard to the Council's Diversity and Equal Opportunities Policies and ensuring the needs of young people with disabilities and/or from different racial, cultural and religious communities are identified and met.
- To take part in the daily duty and drop-in provision on a rota basis which will include working outside normal office hours.
- To work in partnership with out of hours colleagues and other agencies providing support to ensure that the welfare of young people is addressed and promoted. The key task will be to support young people who encounter difficulties during these times.
- To undertake one to one and group work with young people aimed at practical support and preparation for leaving care. This should include brokering opportunities with training providers, employers, colleges and other post 16 opportunity providers so that young people can move forward into education, employment and training.
- To respond appropriately in crisis situations which may necessitate rescheduling of planned work and may require immediate decision making and creativity.
- To take proactive steps to ensure regular direct contact with, and access to, young people who are living both within and outside the Borough.
- To ensure that all records of work are up to date and comply with legal and departmental requirements and are of a high standard, containing proper recommendations and analysis.
- To work with the Social Work Operational and Group Managers of the service to monitor and evaluate the quality of the service and, where appropriate, make suggestions for improvement via supervision or the team meetings.
- Actively participate in own professional development and learning

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Direct experience of working with young people between the ages of 16 and 25 and their families
- Experience of working with young people living away from home
- Working in partnership with other agencies/organisations

- Awareness of the agencies and organisations providing services to young people
- Knowledge and understanding of the processes of child and adolescent development
- Knowledge and understanding of the relevant legislation relating to children in care and care leavers and the role of the personal advisor under Children (Leaving Care) 2014
- Good working knowledge of benefits, training/employment, housing and health issues affecting young people.
- IT literate with the ability to use a range of software
- Ability to develop a positive professional rapport with young people, some of whom may be uncooperative or challenging in their behaviour.
- Ability to empower young people and to assist them in developing independent living skills
- Ability to work well under pressure
- Ability to balance competing demands and risks
- Ability to analyse information from a variety of sources in order to assess risks and plan effectively
- Proven high standards of written and verbal communication and interaction skills
- Ability to work autonomously and as part of a team

Qualifications

- GCSE level in English and Maths

Decision Making

- Analyse and evaluate information to make decisions on the nature of support required by young people
- Accurate and timely requests for financial assistance are submitted in accordance with departmental procedures
- Recognise own limitations and seek advice and support where necessary

Creativity and Innovation

- To include young people in helping to design appropriate and high quality interventions
- To ensure that the views of young people are reflected in the development of the service
- To design and deliver a range of activities to meet the needs of young people from a wide range of backgrounds and abilities

<u>Job Scope</u>	Budget Holder	no
Number and types of jobs managed - none	Asset Responsibility:	No

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Children and young people aged between 16 and 25 and their families/carers
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations
- Other service areas across the Council

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

- The role will include out of hours/weekend working in line with agreed rotas.
- The role will include some loan working where departmental procedures should be followed
- The role will include dealing with challenging behaviour and situations

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	