

**Job Description**

**Job Title: Personal Advisor**

**Salary Grade: 6**

**SCP: 22-25**

**Job Family: People Care**

**Job Profile: PC 4**

**Directorate: Children’s Social Care**

**Work Environment: Office/Agile**

**Reports to:**

**Team Manager**

**Number of Reports: 0**

Your normal place of work will be at Next Steps Office located in the City Centre, but you may be required to work at any Together for Children recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

**Purpose:**

To assess and manage cases with a degree of complexity and risk-taking actions, to co-ordinate resources and support to maintain or improve the wellbeing of Care Leavers from the age of 18 -25. To work in accordance with established policies and procedures of Together for Children and Sunderland Safeguarding Board.

**Key Responsibilities:**

Leaving Care Personal Advisers have a breadth of specialist knowledge relating to leaving care services and have a role to impart this expert knowledge to those supporting children and young people aged over 18 and potentially up until they reach 25.

The following list of roles, responsibilities and tasks that leaving care Personal Advisers should undertake must not be taken as a definitive list, but provides a broad set of expectations. Given that each care leaver is an individual with a unique set of needs and skills, personal advisers must be flexible in their approach and role.

* To develop with the young person their Pathway Plan and review 6 monthly in conjunction with the senior practitioner and/or team manager.
* To co-ordination and/or deliver a range of services to ensure that care leavers are prepared for semi-independent and independent living and that they are supported in such settings to fully develop their independent living skills.
* To ensure that young people have a range of identifying and other documents that helps them to access universal services, i.e., registering for housing, welfare benefits, health services, education and training services. Depending on the needs and abilities of the young person, Personal Advisers will need to assess how proactive they should be with this task, in certain situations Personal Advisers will need to undertake the task of obtaining documents on behalf of the young person.
* To support young people to access services that are identified as being required to improve their well-being and individual outcomes. This will range from identifying and highlighting individual services, such as, Health Services, Housing Support, Education or Employment Services, to making appointments, with or on behalf of the young person, and on occasion taking young people to appointments or accompanying them at appointments/meetings, dependent upon their individual needs or stage of independence.
* Assisting young people to identify and access services (and specialist services) that can broaden their support networks. Where it is assessed that young people will have ongoing support needs, where possible, Personal Advisers should identify services that can continue when the leaving care responsibilities end.
* Some young people will require support from Adult Services and may have an adult Social worker involved in their care due to a wide and varied range of needs and or diagnosed disabilities, requiring high levels of support in order that they can reach their full potential and live either supported or independently within the local community.
* Personal advisers should take responsibility for liaison with all parties involved in the young person’s support/network, i.e., family, staying put carer, keyworker, housing officer, health professionals, adult social workers, education and training professionals and any other relevant individual or agency. This will be depending on the needs of the individual young person and may also vary over time.
* Ensure each young person has an accommodation pathway that may involve helping them to access ‘Staying Put’, supported lodgings, supported accommodation, independent accommodation (from the housing department, housing associations or other registered providers), private sector accommodation or arrangements where young people live with family or friends.
* Provide practical support, for example, helping young people to complete forms, access benefits and other services. The approach should always be one of transferable learning, i.e. completing the required task with the young person, but with the aim of enabling the young person to complete the task at a future point without assistance. This approach will need to be tailored to each young person, some will only need assistance with a task once, and others may require longer term and/or ongoing assistance.
* To provide emotional support to young people by encouraging, positively challenging and pro-actively keeping in touch with young people. This should include being aware of significant events for individual young people and contacting them before/after these events to encourage, support and ‘listen’.
* Attend meetings appointments (both in and out of office hours if required).
* Arrange leaving care financial support in accordance with the leaving care finance policy in a timely and proactive manner.
* Keep in regular contact in line with policy and procedure at a minimum of 8 weekly face to face and in the young person’s accommodation as well as other venues including those in the community.
* Be aware of any risk issues and work to manage identified risks; where appropriate with other professionals and agencies, for example, being aware of substance misuse, sexual exploitation, organised crime, offending issues, self-harming, ‘missing’ episodes, exploitation by family and friends. In addition, by being aware of any risks that the care leaver may pose to others, for example to their own children, to exploiting others to bullying others and where necessary referrals to safeguarding adults of children may need to be considered.
* Ensure accurate and timely records are kept of all contacts with young people and the different professionals/agencies involved with each young person.
* Ensure managers are informed and kept up-to date with any issues to do with the young person that may pose a risk to them, others or the reputation of the company.
* Complete statutory visiting requirements at the proscribed frequency. Statutory visits and/or eight weekly visits must take place within the young person accommodation, in part to assess how well they are managing independent living.
* To act in a professional manner at all times and promote the company in a positive light.

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Undertaking the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;

Use information only for authorised purposes.

**Author**: Andrea Solomon

**Date**: 15 January 2020



**Person Specification**

**Job Title: Personal advisor**

**Role Profile reference:**

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| **Essential Requirements** | |
| **Qualifications: To have knowledge and experience relative to the role of Personal Advisor working with young people age 18-25 years.** | Application Form Interview |
| **Experience of : working with young people aged 18 – 25 with a varying range of needs, including but not solely in relation to, social and emotional needs, health needs including mental health needs and needs resulting from drug and alcohol use.**  **Communication skills using a range of methods to engage with young people and professionals they may be involved with. Including verbal, written and computer skills.**  **Willingness to learn and improve upon current experience to support the role as PA.** | Application Form Interview |
| **Knowledge and understanding of: the range of needs which can impact upon young people including, engaging and accessing education, employment and or training.**  **Housing needs.**  **Health needs including a range of mental health issues.**  **The impact of drug and alcohol use.**  **Willingness to learn and improve upon current knowledge and skills to support the role as PA.** | Application Form Interview |
| **Ability to: undertake planned work with young people to ensure that their needs are met in relation to pathway planning.**  **Work in a fast pace setting.**  **Deal with emergencies as and when they arise this can be in relation to issues such as housing, mental health. Benefits issues.**  **Be able to use computer systems to input work undertaken with young people.**  **Be able to manage your own diary.**  **To be able to work solo**  **Be able to work effectively with in a busy team environment, be supportive of and to colleagues.**  **Be able to work with a range of professionals involved in supporting young people.**  **Be able to travel outside of the area where necessary to support young people.** | Application form Interview |
| Commitment to Equal opportunities | Interview |

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