

Job Description and Person Specification

Personal Advisor

A Lambeth to be proud of



Job Title: Personal Advisor

Department: Children's Services

Division: Corporate Parenting

Business Unit: 16+ Independence Service

Grade: PO2

Reports to: Team Manager

Responsible for: N/a

Context

To work in partnership with young people and their families preparing to make the transition from public care, their carers and relevant agencies to deliver an effective, integrated holistic, Personal Advisor and Aftercare Service in accordance with the Children (Leaving Care) Act 2000, the Children Act 1989 and other relevant legislation and guidance.

Job Purpose

- To promote young people's physical, emotional and social welfare; promoting their capacity to take responsibility for themselves and to act responsible towards others; promoting welfare: ensuring that needs relating to religious persuasion, racial origin, gender and cultural and linguistic background are actively identified and met.
- Working with 18–25-year-old care leavers which can include those who may have, mental health (diagnosed and undiagnosed), learning difficulties (diagnosed and undiagnosed), emotional/social issues, substance misuse, ex-offenders, offenders, victims of sexual violence, domestic violence, marginalized, teenage and young parents and their children etc.
- To promote positive change in young people and families lives by using social work methods, models and tools, with the aims of helping them to be as independent as possible and to manage risks of abuse and neglect.
- To make professional judgments in the context of the relevant legal and policy frameworks
- To undertake comprehensive assessments of young people in need using the assessment framework, to plan how those needs will be met, to support them with putting those plans in to action, and review those plans and reassess needs.
- To carry out safeguarding enquiries, support the work of others involved in these enquiries, and to support people with care and support needs to develop and put in to action safeguarding plans appropriate to their wishes and circumstances.

Responsibilities

1. Responsible for developing close and effective working relationships with key agencies, to facilitate a co-ordinated multi-agency response to the identified needs of care leavers.
2. Working in partnership with young people, their social worker, families and carers and other relevant agencies. To co-ordinate, monitor, complete and review Pathway Plans for all

allocated young people preparing to make the transition to adulthood and greater independence from public care in Lambeth.

3. To support young people to sustain their accommodation. Provide support to prevent young people going into rent arrears. Draw up minimisation and engagement plans to prevent repossession of young people's accommodation. To undertake risk assessments and placement reviews. To Work in partnership with the benefit agency, education and financial providers, health professionals, probation, police, and housing officers, to assess young person's eligibility and entitlements and ensuring that they are provided with appropriate service. To actively support and encourage inter-agency pathway planning.
4. To support young people with pending asylum claims to make further applications within the time scale with the solicitors.
5. To support young people who may be victims of trafficking modern slavery to go through NRM process.
6. To participate in the statutory processes of preparing, completing and implementation, monitoring and six-monthly reviewing of Pathway Plans with social workers. To complete statutory visits with young people every 2 months. To work with Leaving Care young parents on CP plans. To attend core group meetings, Court and Child Protection Case Conferences and provide reports as requested. To complete chronologies and three monthly. summaries on case load.
7. To provide and liaise with individuals and agencies relevant to young people's lives to implement programmes of social care, education, training and support to individual young people, as part of the agreed Pathway Plan. To attend practitioners' forums and update one another on new services, training tools, and legislative practice and updates.
8. To advocate on young people's behalf and empower young people in making decisions in order to explore their potential.
9. To ensure that young people are able to acquire minimum basic social and practical skills to sustain independent living. For example, DIY, shopping, cleaning, cooking skills and parenting skills. Teaching young people how to access resources in their own community and physically supporting young people to move into new tenancies and or supported living. To be responsible for accessing, monitoring, managing and reviewing SUHA. To meet with placement providers and obtain updates on young people's independent skills and report back to panel.
10. To complete work of a highly complex and diverse nature that include dealing with serious hostility and conflicts of interest, multiple problems or disadvantages and multiple and significant risk factors.
11. To liaise with Children Services and Housing providers to ensure that young people have adequate and appropriate accommodation. To complete risk assessments of young people's placements and complete alternative placement requests. To liaise with other boroughs in regard to making decisions on reciprocal arrangements where care leavers cannot live in the borough due to high levels of risk/ safeguarding concerns. To be creative and find solutions for alternative housing where social housing is not an option.
12. To ensure young people are given practical assistance and have access to eligible welfare benefits and other financial support when moving into independent accommodation. To complete Setting Up Home Allowance Applications to ensure that young people can move into their accommodation. To apply to charities for additional funding where resources are very limited for care leavers.

13. To carry a caseload: the caseload will involve complex cases, dealing with gang affiliated, violent young people and offenders, young people and their families with mental health problems, historical/abuse issues and working with young people who have children in care or are about to be removed, specialising in work with defined young people etc. Caseloads will also consist of managing risks, dealing with CSE and the most marginalize vulnerable individual young people in society. Groups and/or practice methods and co-working with less experience workers.
14. To ensure that young people who have pending asylum claims have triple planning in their pathway way plan. Update them with the changes in the immigration process.
15. To support young people with Housing application and bidding process.
16. To Help young people UC and housing benefits – accompany them for DWP appointments.
17. To support young people with property viewing.
18. To support young people by setting up allowance and wire card.
19. Accompany young people with attending solicitors and Home Office appointments.
20. To support young people with applying for Travel documents.
21. To liaise with Social Services and Housing providers to ensure that young people have adequate and appropriate accommodation.
22. To ensure young people are given practical assistance and have access to eligible welfare benefits and other financial support when moving into independent accommodation.
23. To carry a caseload: the caseload will involve specialising in work with defined young people. Groups and/or practice methods and co-working with less experience workers.
24. To ensure that appropriate casework records and maintained in line with the projects policies and practice.
25. To participate in team meetings and in supervision with Team Manager. To support and supervise new members of staff, students and ASYE's and provide guidance and shadow opportunities for their learning and work practice.
26. To have a knowledge of safeguarding issues relating to young people.
27. To provide advice, information and support to social workers and other agency professionals and young people about the service. To liaise with the finance team to resolve complex payments systems for young people and carers and make decisions on the calculation of key work sessions.
28. To ensure that Lambeth Equal Opportunities Policy and Anti-discriminatory strategies and practice are integrated into all aspect of their case work.
29. To undertake regular visits to young people and participate in duty work. To complete needs assessments for returning young people under new legislation.
30. To issue Travel warrants, travel allowance and subsistence to young people, families and carers.

31. To be responsible for young people's belongings to be kept in storage, whilst traveling to and from placement. To assist young people with DIY, cooking. To be responsible for ordering cabs/vans and or suitable vehicle hire for moving young people's belongings and in keeping them in a safe place.
32. To carry out emergency duty visits without prior knowledge of case history and assess risk.
33. To attend property viewings for young people and make a decision in regard to their suitability for the property.
34. To devise N.E.E.T strategies and programs for individual and group need.
35. To make use of regular professional supervision.
36. To keep abreast of good practice, role model and support one another in order to develop skills, knowledge and experience, in accordance with a personal development plan.
37. Developing some specialist knowledge and skills in an area such as practice education or research methods and contributing to the development of services, policies, practice and research as well as the delivery of workshops for young people.
38. Ensure that all the work undertaken by you is conducted to the highest professional standards. Promote and implement all of Lambeth's policies and procedures.
39. The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the services or as may be requested by your line manager.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Preferred knowledge or experience around immigration and unaccompanied minors.	✓A
	K2	Extensive experience working with the client group will also be considered.	✓A
Relevant Experience	E1	Relevant experience working with young people, including those at risk in a variety of settings.	✓A
	E2	Planning and leading activities of group work. Working with adults, parents and carers. Working with other agencies to support young people	✓A
	E3	Extensive experience working with the client group will also be considered.	✓A
Qualification	Q1	A range of recognised qualification in associated fields will be acceptable. Qualifications in Connexions, Youth Work, Careers, Social Services, Teaching, Health, Youth Offending/ Probation Services will meet the requirement.	✓A
	Q2	To be willing to undertake training for NVQ Level 4 Qualification.	

Core Values and Behaviours	<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.
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		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. 	

		<ul style="list-style-type: none"> • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	