



HILLINGDON

LONDON

Job Profile Version)

(Amended

JOB TITLE:	Personal Advisor
GRADE:	SO2
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Social Care and Health
SERVICE:	Children and Young People Service

REPORTING STRUCTURE

Reports to:	Team Manager/Advanced Social Work Practitioner
Direct Reports:	Team Manager/Advanced Social Work Practitioner
Indirect Reports:	Social Worker if applicable

CONTEXT AND PURPOSE OF THE ROLE OF PERSONAL ADVISOR:

Personal Advisors support vulnerable young people from the age of 16 who are looked after or who have recently left care (up to the age of 25).

They may have originally been placed in care for many reasons. These can include:

- if there is significant risk of harm in the home
- if their parents/guardians are unable to care for them
- if they have complex needs and could benefit from respite care
- if they are an unaccompanied asylum seeker.

Looked after children and care leavers are a particularly vulnerable group. They may have experienced abuse, neglect and trauma and possibly been separated from their families if they are asylum seeking young children. This can lead to significant emotional, behavioural, and mental health needs, putting them at increased risk.

Care leavers are sometimes required to become independent at a younger age than their peers. They may be expected to become responsible for finding housing, employment and study opportunities without the support networks available to many other young adults. This transition can be challenging and stressful with difficulties being increased by past childhood trauma.

Therefore, Hillingdon Personal Advisors will be responsible for delivering the highest quality practice to improve outcomes for young people 16+; to ensure a multiagency approach to supporting young people by working to national legislation, policy and guidance. You will work in partnership to provide flexible support and advice to these vulnerable young people who are preparing and planning to leave care in their transition into adulthood.

1. To work in collaboration with qualified Social Workers to assess the needs of looked after young people preparing for adulthood and independence. To attend and contribute to statutory meetings, such as Looked After Reviews and Personal Education Plans.
2. To hold a caseload of 18+ care leavers, which will involve specialising in work with defined young people, for example, but not limited to; challenging behaviour, mental health, young offenders and unaccompanied asylum-seeking young people.
3. To participate in the process of coordinating, preparing, implementing, monitoring and 6 monthly reviewing of Pathway Plans for all allocated young people. This may be in a range of settings such as the young person's home address, place of education, council offices, hospitals, and custodial institutes.
4. To fulfil the roles and responsibilities of a Personal Advisor as outlined in the local leaving care policy, procedures, and Local Offer.
5. To be responsible for developing close and effective working relationships with key agencies and partners to facilitate a coordinated multi agency response to the identified needs of care leavers.
6. To advocate on behalf of young people and encourage and empower them in exploring and making decisions to fulfil their potential.
7. To offer practical assistance; supporting a young person to move their belongings, to help a young person buy essential items for their new accommodation using their Setting Up Home Allowance. To ensure a young person has the right access to eligible welfare benefits and other financial support they may be entitled to.

8. To be part of a duty rota system and to work flexibly, including regular lone working and at times unsociable hours.
9. To help organise and attend drop-ins and any relevant activities to engage young people.

A. Job Description (non-management level)

1. Resident & Community Contribution

To ensure they form effective partnership working to meet the needs of the young people, actively engage young people in decision making about their future choices and enable their development into effective adults by providing

- impartial support, advice and guidance
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- To support, collaborate with and work alongside Social Workers to prepare children in care for independence and transitions to adulthood and to maintain and be responsible for a caseload in line with the councils policy of case allocation
- To provide structured and individual support to young people using the
 - Pathway planning process to create an individualised plan with agreed
 - Personal developmental targets with care leavers.
- To identify the appropriate manner in which to communicate with young
 - people, and their parents and carers, specifically taking into account any special needs that have been identified

- To ensure that all relevant young people have an agreed Pathway Plan in line with the local procedures and that plans are regularly reviewed and updated. Their progress assessed and the level of support required reviewed in consultation with young people and recorded on Pathway Plans.
- To implement programmes of social care, education, training and support to individual young people as part of an agreed Pathway Plan.
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- To maintain interest in and a good working knowledge of benefits, immigration matters, training, employment, housing and health issues that affect young people.
- To monitor and review on a regular basis individual young people's progress and response to the work undertaken with them, as they progress along their Pathway to independence plan.
- To actively support and encourage inter-agency Pathway Planning and user involvement in the development and review of services delivered by the leaving care team.
- To prepare written and electronic records (ICS) and reports on the work as and when required.
- To ensure all case records on ICS are up to date and in line with the Councils case recording policy.
- To be responsible for monitoring and tracking of immigration and Education and Employment statistics for your caseload.
- To provide a range of interventions (actions?) in order to meet the diverse needs of young people.
- To provide advice, information and support to other agency professionals and to young people about the nature of the service i.e. referral criteria, suitability, assessment procedure, service offered etc.
- To undertake non statutory duty tasks as and when required to do so and as part of a duty rota.
- To work alongside and support Social Workers as and when required to do so on non statutory tasks.
- To undertake some work outside usual office hours as and when required including lone working.

4. Service Planning & Development

- Maintain knowledge of the current Service/Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- To attend and contribute to Team Meetings and Service Meetings as appropriate.
- To attend and be committed to ongoing regular supervision and annual appraisal.
- To undertake appropriate training as and when required including Children Act 1989, 2004, Children (Leaving Care) Act 2000 Regulations and Guidance, Asylum & Immigration Act. Safeguarding Children training.

5. Financial & Resource Management

- To ensure accurate and timely reports for financial assistance for care leavers are submitted to Team Manager or Advanced SW Practitioner as appropriate
- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal: Education and Children's Services staff and in other divisions and Council departments.

External: Staff in the Primary Care Trust and Provider Trusts. Schools and Day Care Providers Department of Works and Pension

Other local authority and Central Government Departments. Privately run residential and day care establishments and voluntary organisations

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Improving the health and well-being of young people, focusing on those groups undertaking risky behaviours¹
- Improving the outcomes of Looked After Children
- Strengthen multi-professional integrated working

B. Person Specification

Personal Advisor

This person specification will be used for recruitment to the Personal Advisor vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
A professional qualification in a field relevant to work with young people of this age.	✓	

This might be a youth work qualification, a post qualifying award, Connexions Personal Adviser diploma, social work, psychology, psychotherapy qualification or child care qualification		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Driving licence and vehicle		✓
Ability to travel independently	✓	
A sound understanding of the principles of the Children Act 1989, 2004 relating to 16 to 21 year olds, the Children (Leaving Care) Act 2000 Regulations and Guidance, Asylum & Immigration Act.	✓	
Understanding of safeguarding children and young people.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Relevant experience working in Schools, Youth Centres, Community Centres, or other Local Authority experiences with children and families.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of the current issues relating to socially excluded young people	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	