

Role Profile

Job Title:	Lead Practitioner – Customer Finance
Location:	Colindale
Department:	Customer Finance Community
Directorate:	Communities Adults and Health
Grade:	Grade J
Type of Working:	<i>Hybrid – home and office working</i>
Reports to:	Customer Finance Manager - Community

1. Job Purpose:

- Oversee applications to the Court of Protection for Property & Affairs Deputyship, where there is no allocated social worker.
- Manage the Deputyship & Appointeeship Officers.
- Support the Team Manager to provide clear and responsive practice leadership and supervision and promote the highest professional standards in social care practice.
- Promote a culture of continuous learning and professional development of staff and students across Communities, Adults and Health to enhance the quality of practice and staff wellbeing.
- To support people to maintain their health, wellbeing and independence by providing access to good quality information and advice and signposting to local preventative services, with a focus on building their resilience and strengths to stay well and achieve the outcomes that are important to them.
- To provide a high standard of social work to adults and/or carers arising out of the Council's duties and powers under the Care Act 2014 and in accordance with Barnet policies and procedures, guidelines and the Code of Practice for social care workers.
- To provide appropriate, professional social work assessments with adults and carers with a focus on meeting the social care outcomes as articulated in the Department of Health's Adult Social Care Outcomes Framework.

- To safeguard adults and carers at risk of harm and promote Making Safeguarding Personal principles and their wellbeing.
- To undertake and review individualised and outcomes-led care and support. To ensure that the wellbeing principles are at the heart of assessment and care and support planning.

2. Role Specific Responsibilities:

- Have responsibility for managing a small, complex caseload where there is no other allocated social worker.
- Conduct appropriate risk assessments with individuals, their families and providers in line with Mental Capacity Legislation and good practice criteria.
- Chair safeguarding meetings and other appropriate multidisciplinary meetings as required by the Team Manager as appropriate.
- Ensure that the responsibility of safeguarding adults at risk is a fundamental element of the work of your team and that the Making Safeguarding Personal principles are embedded effectively.
- Ensure that the service promotes safety and managed risk in the context of maintaining choice.
- Ensure compliance with the London multi agency adult safeguarding policy and procedures and Barnet safeguarding standards in relation to timescales, concerns, enquiries, planning, recording and audits.
- Maintain effective working relationships with partners who operate both within and outside of the council, including health, other care providers and colleagues to achieve an integrated approach to assessment, planning and review.
- Provide consultation and advice to support social workers and assessment and enablement officers in undertaking assessments and interventions, encouraging the development of high-quality standards and practice within a culture of continuous service improvement, value for money and safer practice.
- Chair and participate in reviews and meetings attended by people who use services as well as by colleagues and representatives of other agencies, e.g. NHS partners, community and voluntary sector, police.
- Coach and mentor less experienced staff, and co-work cases with other social workers, occupational therapists and health colleagues.
- Help develop the skills, experience and practice of team members and take the lead in developing areas of professional practice.
- Support, promote and apply self-directed support, direct payments, care technology and rehabilitation to support the principles of wellbeing and prevention, and promoting people's choice.
- Ensure the timely, proportionate and accurate recording of relevant data relating to adults and carers.
- Conduct assessments and in line with an enablement and strengths-based approach, plan and set up appropriate personalised and outcome-led care and support plans that maximise long-term independence and choice and minimise ongoing support and whole life cost of care for that person.

- Conduct Mental Capacity Act assessments in line with statutory guidance and ensuring adults are provided with the opportunity to demonstrate capacity wherever possible.
- Where appropriately trained and competent, to act as a Best Interest Assessor in relation to assessments for Authorisations under the Deprivation of Liberty safeguards as required.
- Value and encourage the contribution of adults and their advocates, relatives, carers, and support workers where appropriate, to ensure that they are engaged in the assessment, support and review process.
- Maintain a thorough understanding of available local provision and make appropriate recommendations and action referrals to other specialist teams and providers.
- To promote the use of direct payments where appropriate, and understand the role of financial assessments, and provide information and advice and guidance so that people can be supported in exercising choice based on assessed risk and expected outcomes. Support them in navigating through the appropriate procedures.
- Represent the service at external meetings; prepare papers, draft and present statements and reports as required.
- Understand the budgetary framework and context of the role to ensure that the service delivers value for money and cost-effective solutions and options within defined budgetary constraints.
- Actively identify where care technology can be beneficial and make relevant onward referrals.
- Support a high-support, high-performance culture that drives continual improvement, effective working practices, value for money and high levels of customer satisfaction.
- Operate to the priorities and plans, vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.
- Day to day responsibility for management of designated staff.
- Ensure the Council's values are understood and embraced by the team; recognise and reinforce positive behaviours and address any behaviour that is undesirable.
- Work flexibly and respond positively to changing business and adults needs and carry out any other duties within the scope of the nature and grade of the post.
- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and local and corporate data management protocols and Caldicott principles.
- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work.
- Such duties, however, will fall within the scope of the post, at the appropriate grade.

2. Financial Responsibilities:

Liaise closely with the Debt Team to establish Debt repayment.

4. Health and Safety Responsibilities :

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Reports to:	Customer Finance Manager - Community

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Professional qualifications in Social Work and registered with Social Work England	Essential	Application
Fully competent to Senior Social Worker level under the Social Worker National Competency Framework	Essential	Application/Interview
Educated to degree level or equivalent	Essential	Application/Interview
Experience & Knowledge		
Extensive knowledge of the Court of Protection process for applying for Deputyship for Property & Affairs	Essential	Application/Interview
Extensive knowledge, experience and understanding of delivering high quality and cost effective services for service users	Essential	Application/Interview
Proven depth and breadth of professional experience in case management, handling complex cases in a highly professional and effective manner	Essential	Interview
Proven ability to apply an individualised, outcome based approach to service delivery	Essential	Interview

Extensive knowledge and application of adult social care legislation and policies necessary to deliver complex services to adults and carers	Essential	Interview
Ability to conduct robust and sound assessments, risk assessments, support plans and reviews and facilitate self-assessments where appropriate.		
Ability to understand and effectively communicate how care technology and minor equipment can support adults to remain independent and prevent the needs for services		
Proven effective skills in complex case supervision and developing and training staff in best practice and specialist areas	Desirable	Interview
Skill & Ability		
Competent in the use of standard Microsoft Office products such as Outlook, Word, Excel	Essential	Interview
Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner in accordance with GDPR and Caldicott principles.	Essential	Interview
Competent in the use of case management systems with an understanding and acceptance of how this benefits the efficiency, effectiveness and safety of the service.		
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
Learning to Improve		

Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview