

<b>Job Title:</b>	<b>R105 - Personal Advisor</b>
<b>Location:</b>	<b>Woodhouse Road</b>
<b>Directorate:</b>	<b>Family Services - Social Care Corporate Parenting</b>
<b>Grade:</b>	<b>I</b>
<b>Reports to:</b>	<b>Onwards and Upwards Team Manager</b>

**1. Purpose of Job:**

Hold an allocated caseload and be responsible for the provision of direct services to care leavers. Personal Advisors will be responsible for managing complex and high risk cases and delivering high quality practice in all allocated cases to improve outcomes for young people from 17.5 years – 25 years old and ensure a multi-agency approach to supporting vulnerable young people by working to national legislation, policy and guidance within London Borough of Barnet procedures and team/service plan objectives and standards.

The seven key roles of a Personal Advisor are to:

- engage with young people to identify and address their needs, strengths and risks, complete Pathway Plans, offering information, advice, guidance, risk management and support on learning and career options and personal development opportunities, with a view to raising the aspirations and outcomes of each young person;
- to motivate, promote and sustain life quality improvements with each young person via creative direct work and utilising appropriate agencies and other linked professionals;
- work with and support education and training organisations and employers in meeting the needs of young people;
- develop and/or use a network of voluntary, statutory and community agencies, and commercial bodies to ensure a coherent approach to support for the young person;
- work with parents, carers and families to support young people in accessing learning and other personal development opportunities;
- manage information effectively to facilitate the process of meeting the needs and risks of young people;
- review and reflect upon own individual professional practice to achieve continuous improvement and actively engage and respond to monthly key performance data requirements

You will need to undertake these duties within agreed service objectives, policies and procedures including the Council's Equal Opportunities Policy.

## **2. Key Accountabilities**

- Provide structured and individual support to young people using the Pathway Planning process to create an individual plan with agreed personal development targets including their access to Education, Employment and Training
- 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 and include their wider support networks where appropriate.
- Identify the appropriate manner in which to communicate with young people, and their families and carers, specifically where special needs or risk has been identified and traditional communication methods are unsuitable
- Work within a diverse range of formal and informal settings to support young people and manage risk, including spending time with young people in their homes and in the community
- Manage a caseload of young people, regularly review their progress and assess the level of support required through Pathway Planning and support children in care transitioning to leaving care services
- Develop a thorough understanding of available local provisions including the Local Offer and make appropriate referrals that best meet the young person's need in a timely manner.
- Act as an advocate on behalf of young people, including care experienced young parents and support them in their interaction with learning and social support agencies.
- Be available for supervision and appraisal by the line manager in order to assess the progress of intervention and pathway planning, risk management of young people and care planning ,
- Work to a duty rota system to ensure effective cover to support young people and assist colleagues. To be actively involved in the development of the team, enhancing service quality and provision.
- To undertake any other duties deemed appropriate for the role.

## **3. 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

## **4. Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To encourage and develop optimum performance from staff and underline the corporate approach to customer needs as reflected in the council's structure and style.

To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

**C**aring / **L**earning to Improve / **I**nclusive / **C**ollaboration

**5. 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.

**6. 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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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Experience &amp; Knowledge</b>		
Children Act 1989 and 2004 DOH Guidance, Working Together to Safeguard Children.	Essential	Application/Interview
Children and Social Work Act 2017	Essential	Application/Interview
Child Protection	Essential	Application/Interview
Children Leaving Care Act 2000	Essential	Application/Interview
Housing Legislation	Essential	Application/Interview
Mental Health legislation	Essential	Application/Interview
Welfare Benefits	Essential	Application/Interview
Immigration Legislation	Desirable	Application/Interview
Direct Work with Young People	Essential	Application/Interview
Assessment Skills and Managing Risk	Essential	Application/Interview
Integrated Children's System	Desirable	Application/Interview
Experience of working with young people and families in a variety of settings.	Essential	Application/Interview
Experience of statutory work including Child Protection and Risk Management.	Desirable	Application/Interview
<b>Skill &amp; Ability</b>		
<b>Planning, organising and controlling skills</b>		

Effective organisational skills	Essential	Application/Interview
Relevant IT skills and ability to use electronic recording systems.	Essential	Application/Interview
Effective needs and risk assessment, planning and decision-making skills which incorporate the management of risk.	Essential	Application/Interview
<b>Communication and influencing skills</b>		
Ability to work in partnership with other professionals and families.	Essential	Application/Interview
An ability to establish and maintain appropriate professional boundaries with colleagues, partner agencies and service users.	Essential	Application/Interview
Good written, presentation and verbal reasoning skills	Essential	Application/Interview
<b>Initiative and Innovation skills</b>		
Ability to manage complex and risky situations, change and stress.	Essential	Application/Interview
Ability to evaluate and prioritise information received and take timely and appropriate action to ensure young people are safe.	Essential	Application/Interview
<b>Special Requirements</b>		
Holds current driving licence	Desirable	Application/Interview
Willingness to work beyond office hours as and when necessary.	Essential	Application/Interview
Ability to travel.	Essential	Application/Interview
<b>Commitment to Council's Aim and Values</b>		Application/Interview
Ability to demonstrate commitment to equal opportunities for users and staff and anti-racist, equality and diversity practices	Essential	Application/Interview
An understanding of the effects of discrimination and prejudice on families, young people and colleagues. In particular, the impact that this has on young people leaving care.	Essential	Application/Interview
Has lived or worked in a multi-cultural environment	Desirable	Application/Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	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	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	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	Application/Interview
<b>Inclusive</b>		
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	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	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	Application/Interview
<b>Collaborative</b>		
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	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	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	Application/Interview