Role profile

**Senior Personal Advisor**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Children’s Services, Safeguarding |
| **Reports to** | 16 – 25 Team Manager / Deputy Team Manager / Senior Personal Advisor |
| **Job family** | Care and Welfare |
| **Grade**  | G |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date**  | April 2025 |
| **JE Code** | JE2704 |

Key deliverables

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| **1** | You will manage a personal Advisor who is supporting care experienced young people with the transition to adulthood. You will manage and ensure the delivery of effective interventions to improve the safety, development and wellbeing of care experienced young people. |
| **2** | Responsible for managing a complex case load of care experienced young people from 16 years old up to the age of 25. Assess the young people’s needs and access relevant interventions so that each care experienced young person is enabled to make positive improvements in their lives. |
| **3** | Be responsible for providing supervision and support to ensure practitioners can provide the highest quality targeted support to our care experienced young people. Ensuring practice and pathway plans are robust and SMART to prevent needs from escalating. |
| **4** | Take responsibility for chairing professionals meetings including where appropriate Interagency Risk Management meetings. Reporting and safeguarding concerns to management. |
| **5** | Provide personal supervision to staff supporting their continued professional development and monitoring the key performance indicators, of their role. |
| **6** | According to professional background and expertise take lead responsibility for designated areas of practice and service development providing expert advice to managers, staff and partners. |
| **7** | Actively model, promote and contribute to partnership working within and across corporate parenting and wider area delivery arrangements. Supporting the Manager in building an effective and cohesive team supporting quality assurance activity and deputising for the manager as required. |
| **8** | To provide direct work, advice, guidance and practical and emotional support to care experienced young people, including review of Pathway Plans, support visits, and supporting young people to access accommodation, education, employment or training and appropriate services to meet their needs. |
| **9** | Work within the legal framework (Children Act 1989, Children & Social Work Act 2017, Leaving Care Act 2000) and where required to advocate for the young person so they are supported to reach their potential and have a successful transition to adulthood. |
| **10** | To review pathway plans and ensure the active involvement of care experienced young people in the making of their pathway plan/ leaving care plan. Ensuring that all other parties involved in their plan are consulted. Able to record interactions with service users in an appropriate and timely manner onto the council’s case recording system and adhere to the Council’s recording policy.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Worked as a Personal Advisor for at least 2 year or equivalent experience. Experience to include supervisory or mentor / guidance roles. |
| **2** | Able to analyse and evaluate complex information and make timely and considered decisions in a variety of situations and levels of risk. |
| **3** | A demonstrated ability to work autonomously - must be self-motivating, able to lead, motivate, encourage, and support staff by sharing own expertise and knowledge, facilitating timely and efficient use of resources. |
| **4** | Excellent time management, IT skills, written and verbal communication skills and the ability to allocate work and ensure resources available are utilised to meet demand effectively without delay. |
| **5** | Excellent verbal and written communication skills - with ability to articulate difficult issues with sensitivity and clarity, and able to record relevant information clearly and concisely so that it is easily understood by users and colleagues. Takes responsibility for quality and completion of own work within standards. |
| **6** | Able to work as part of a team with children and families including working co-operatively with other professionals and agencies to meet the needs of the young person. |
| **7** | Able to understand risks, give advice, observe and report concerns in a balanced way without delay. Ability to make considered decisions, analyse and evaluate information in situations that may have risks attached to them, including when working alone. |

Job family

**Care and Welfare (Grade G)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

**The knowledge and skills required**

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

**Thinking, planning and communication**

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision making and innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holder will independently respond to problems, some of which may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

**Areas of responsibility**

Job holders are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

At this level, the requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.