

ROLE PROFILE

Job family	Care	Role profile number	CA09-2334	Grade I
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Job purpose: Manage allocated work and cases to maintain or improve the wellbeing of clients. To determine care packages/support plans.

Grade I posts are higher in 'Creativity & Innovation' and 'Decisions' with the requirement for decisions on less well established situations where only general guidelines are available to support the decision making process. This level of post will require postholders to be working towards a professional qualification in a relevant field.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative Qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results. May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required. Assist in more complex cases under supervision, or where appropriate shadowing experienced colleagues.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.

	Support parents or carers regarding development issues including complex problems. Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a material effect on the service. Conduct assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service. Appropriate support/care plans are developed; considerations are made to the cost effectiveness.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to Work in the UK	All employees must have the legal authority to work in the UK. Non-UK nationals must have the relevant approval to work in the UK from the UK Home Office. Copies of any relevant documents provided as proof of right to work are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Senior Social Care Practitioner (Level 3)	
Role profile family:	Care	
Role profile number and grade:	CA09-2334	Grade I
Number of posts:	1	
Service/Team:	Mental Health Social Care	
Reports to:	Team Manager	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

The Mental Health social care teams are locality based and provide specialist services for adults over 18. The teams support people to recover from periods of difficulty with their mental health and to support people to stay as independent as possible by providing person-centred support which gives people choice and control in their lives.

The overall responsibilities of the Mental Health team are:

- To provide statutory support to adults with care and support needs and their carers/families, which includes information and advice, assessment, support planning and safeguarding.

- Comply with legal frameworks for social care in line with personalisation principles, which aim to put individuals, families and communities at the heart of care and wellbeing; and in doing so strengthens relationships between members of that community and builds social capital.
- Operate within defined budgets for social care.
- Work in partnership and liaison with partners including primary, secondary and tertiary health care, private providers, voluntary sector organisations and others to provide coordinated support for customers and/or carers.

Job Purpose

Senior Social Care Practitioners are expected to work in line with the requirements described in the Workforce Quality Assurance Framework.

Senior Social Care Practitioners carry out the following tasks under the Care Act 2014:

- Assessment and review of complex customers' needs and outcomes Co-ordination of the customer/carer journey in identifying eligible needs and outcomes.
- Where applicable, work in partnership with the customer and other agencies in compiling an appropriate support plan.

In addition, they also carry out the following tasks under the Mental Health Act 1983.

- Assess and review customers aftercare needs under Section 117 of the Act.

Senior Social Care Practitioners will also work under and/or be conscious of other relevant legislation such as the Mental Capacity Act 2005, the Human Rights Act 1998 etc.

Specific duties and responsibilities include:

- Provide support to social care practitioners; the postholder is required to have excellent knowledge and ability in relation to supporting adults with care and support needs.
- Actively engage in individual and group / peer supervision and embed learning in practice.
- Mentor Level 2 social care practitioners, to ensure they are empowered with good decision-making abilities.
- Support quality assurance work across all social care practitioner colleagues.
- To have excellent understanding of assessment, support planning and the management of risks for individuals and to be able to apply council policy and support customers to manage risk appropriately.

- To undertake person-centred work with customers and to plan for the provision of support and/ or services with customers with more complex needs in order to assist them to meet their outcomes and to live as independently as possible, giving consideration to whether the person needs support to fully participate in the assessment and support planning process.
- Providing more specialist / professional advice and guidance to colleagues where the situation and outcome are not straightforward or well established.
- Undertake review of risks within the assessment and support planning process, to ensure that risk appraisal is imbedded in all interventions as required.
- To consider whether there is a concern about an individual's capacity to make a specific decision, including restrictions placed on an individual which may amount to a Deprivation of Liberty Safeguard (DoLS) or Liberty Protection Safeguard (LPS) (i.e., they are subject to continuous supervision and control and are not free to leave.
- Gathering information to support the Mental Capacity Act process, as required to ensure that adults with care and support needs are supported within the correct legal framework.
- Support and undertake non-complex mental capacity assessments as and when required.
- To take responsibility for making accurate and timely recording of all information and activity onto the social care records database in accordance with work targets set by the Team Manager and Supervisor.
- To identify and support carers to continue in their role by identifying their needs for support, referring them to Carer Support Wiltshire for a carer's assessment and other action as appropriate, giving consideration of the impact on the whole family of any caring role and responsibilities.
- To identify where adults may be at risk and to act in accordance with safeguarding policies and procedures.
- To gather sufficient information about complex customers to be able to accurately assess their needs against the national eligibility criteria within the Care Act 2014 and S117 of the Mental Health Act 1983. This includes working creatively to identify sources of support to improve the individual's well-being and independence and making a determination about eligibility for support.
- To contribute to gathering and updating local knowledge about universally available services including what is available locally within the voluntary and community sector, as well as the service area's commissioned and contracted services and to signpost/advocate for customers accordingly.
- Manage complex and contentious issues in a calm and professional manner, ensuring information is shared when appropriate and that feedback on improvements to service delivery with recommendations to improve are made to ensure service delivery is of a high standard. The postholder will be required to make quick decisions sometimes

without full information. They will need to draw on their past experience, strong knowledge of operational working practices and legislative guidelines.

- To practice in a manner which fully complies with council corporate and service policies and procedures at all times.
- To write support plans for individuals which reflect the individual's eligible and non-eligible needs and what outcomes they wish to be achieved, in a manner which complies with Care Act requirements and S117 of The Mental Health Act.
- To carry out support plan reviews in a timely and person-centred way, as required and identified by departmental targets, taking a view on whether agreed outcomes have been met.
- To evidence need for continuing support at all times in accordance with eligibility criteria and to work with customers and care providers to identify promotion of increased independence.
- Demonstrate strong performance in terms of responding to demand within the team and role model expected behaviours relating to caseloads and work completed.
- To represent the council and support colleagues at inter professional and interagency meetings, for example multi-disciplinary team (MDT) meetings as required.
- To fully engage and prepare for own supervision and appraisal through self-evaluation, ensuring that continual professional development is evidenced.
- To be an ambassador for the council and the department at all times, always representing the council positively, professionally and appropriately at meetings with customers, external partners and agencies.
- Attending Civil Emergencies when a Rest Centre is set up (happens rarely).

Specific requirements for this post:

- N/A.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Significant experience of working with clients and client groups with complex needs.
- NVQ level 4 in Health and Social Care or Apprenticeship in Health and Social Care or equivalent, or the ability to demonstrate the skills required and a commitment to work towards a relevant qualification as defined by the council within an agreed timeframe.
- Up-to-date knowledge of relevant legislation including the Care Act 2014, the Mental Health Act 1983, the Mental Capacity Act 2005 and the Human Rights Act 1998.

- Ability to utilise a range of Microsoft and electronic social care record software.
- Significant contemporary knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of, vulnerable adults.
- Excellent interpersonal skills and ability to effectively communicate with people in a variety of ways and levels.
- Proven ability to advise and guide clients to encourage development and to access services to which they are entitled.
- Proven ability / knowledge to carry out client risk assessments, to support effective appraisal of to identify risk and impact of harm.
- Ability to prioritise tasks, work on own initiative against deadlines and plan and organise own work. Experience of working without direct supervision and the ability to work on own initiative.
- Proven ability to interpret general guidelines to resolve issues.
- Ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.
- Significant experience of developing appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required.
- Good understanding of the national agenda for Transformation in Social Care.
- Ability to work in a person centred way to meet individual outcomes.
- Fully fluent in spoken and written English.

Desirable

Career graded posts

This post does not form part of a career grade.

OR

This post forms part of a career grade progression structure, designed so that postholders can progress once academic qualifications and experience thresholds have been met. This is subject to a vacancy or funding (with work required at the skill level) being available and a successful selection exercise.

The posts that form part of this career structure are:

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Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted.	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council.	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements.	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check.	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check.	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check.	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>