

Job Title Self Directed Support Senior Practitioner

The Role

Adults, Health & Community Wellbeing (AHCW) is a rapidly changing service area within Essex County Council, moving from providing a service to the citizens of Essex, to engaging citizens fully in delivering a service in partnership with them. This role reports directly to the Operational Team Manager within the area / locality and involves supporting the management of the team of both qualified and unqualified practitioners within the Access, Assessment and Care Management service during this period of change and beyond. The role has responsibility for key aspects of service delivery within the area / locality teams – from supporting the operational team manager and some managing of budgets and resources that supports an effective service, to engaging with providers of services from the private, voluntary and independent sector, to championing the key strategy of Personalisation and Self Directed Support within the new operational model. The role also requires the post holder to take direct responsibility to support staff with ongoing development along with successful integration of policy, resources and performance management issues, considering where improvements need to be made whilst continuing to deliver an effective service. The role requires the post holder to build on existing relationships with strategic partners, particularly where there is a joint agency team.

Job Grade Band 5

Directorate Adults, Health & Community Wellbeing
Access, Assessment & Care Management

Job Purpose

To provide professional leadership and support to a team of qualified and unqualified staff within the Access, Assessment and Care Management service, in order to deliver the key strategic aims of the organisation and to ensure that people have access to a high quality service.

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Key Accountabilities

- To actively deliver people management functions, as required, within the corporate guidelines/policies, in order to maintain a competent and efficient team in line with the development of an effective, motivated, well supported and informed team.
- To hold a caseload of a high level of complexity and provide case management, guidance, support and expert advice to social care staff, students and partners staff as and when required, so as to maintain the highest level of professional service.
- Facilitate service user choice and empowerment through promoting independence as far as possible, by applying professionally acquired knowledge and skills, to promote quality of life through the application of the principles of the personalisation agenda, such as support planning, at the validation / risk management board discussions and Family Group Conferencing.
- To identify appropriate systems of support with service users and carers to enable them to maintain/improve their quality of life to function as independently as possible within Fair Access to Care criteria and financial charging policy.
- To liaise with statutory and non-statutory/voluntary agencies ensuring a multi-disciplinary approach to all aspects of service delivery and to facilitate where appropriate the authorisation and purchasing of services, for both short term and long term needs as identified by the service user and carers.
- Prepare sketches, diagrams and specifications with other agencies and evaluate the safe use of equipment and adaptations. To review equipments effectiveness and teach service users and carers to safely use equipment and comply with relevant legislation, policy and guidelines on safe working practices, thereby reducing risks.
- To refer, liaise, consult and work effectively with other professionals in order to identify and meet service user and carers needs and to jointly develop services e.g. Social Care staff, Essex Equipment Service, Health Care Professionals, District Councils, Housing Teams, Home Improvement Agencies and contractors. To provide, In integrated teams, advanced practitioner leadership to deliver joint working practices.

- To facilitate service users and carers in the development of assessment and support plans using appropriate tools to enable validation and provide brokerage / support advice through negotiation with service providers to meet the outcomes of the support plan.
- Record, investigate and respond to Safeguards and risk management boards, complaints and compliments and provide detailed and professional responses in accordance with relevant standards and time frames.
- Undertake administrative duties and maintain clear and professional records of assessment and progress for each service user / carer on the relevant system to ensure good practice.
- To ensure a high level of data quality for all information recorded, ensuring that the information is timely, accurate and complete to ensure the service meets all statutory recording requirements.

Knowledge, Skills and Experience

- Diploma on Social work, CQSE, CSS or equivalent or Diploma of the College of Occupational Therapists or B.Sc O.T. or other professional qualification recognised by the World Federation of Occupational Therapists.
- Approved Social Worker status (specific to Older Adult Mental Health).
- Registration with the Health Professions Council as an Occupational Therapist and/or Registration with General Social Care Council.
- 3 years relevant experience in Social Care setting.
- Evidence of working with a complex caseload that is underpinned by evidence based practice.

Values and Behaviours

Passionate about achieving results

- Takes specific action to improve team or individual performance
- Agrees standards and intervenes promptly and constructively to tackle inappropriate behaviour or poor performance
- Is tenacious and focused on achieving results, overcoming obstacles

- Ensures team or colleagues understand what is expected of them to achieve targets

Responsive to customer's needs

- Monitors customer satisfaction, actively seeking feedback
- Uses feedback and information to improve the way things are done
- Contributes above and beyond usual expectations to meet customer needs
- Takes personal responsibility for correcting problems and resolving mistakes positively
- Takes action to identify and connect with disengaged customer groups

Inspirational and bold in thinking and solutions

- Anticipates and takes action in order to create and applies good practice to meet service or Council needs
- Anticipates and takes action in order to create and seize opportunities, or avoid crises in the medium term
- Identifies and implements quick wins
- Takes an overview of complex situations to generate new perspectives – 'thinks outside the box'
- Seeks out good practice within their field and uses it to challenge and improve what we do
- Reacts positively to problems / issues, developing solutions

Supportive of others' input and perspectives – working as one

- Shares resources or provides support to further cross-team and/or cross-functional working

- Values and seeks out the input of others, to establish an inclusive environment and deliver services
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- Brings people together to share insights and concerns on common goals and to make informed decisions
- Acts in an ethical way, even when this is difficult to do

Motivating others and trusting them to deliver

- Takes action to enable team to achieve maximum contribution, ensuring/providing appropriate structures, resources and staffing
- Communicates vision, direction, and outcomes clearly, motivating others to achieve
- Shows belief and confidence in staff, delegating appropriately and encouraging staff
- Provides regular, balanced feedback and ongoing coaching to the team and individuals
- Acknowledges and rewards good work, celebrating team and individual successes