

This document is to be used in conjunction with the Job Family generic role profile

Directorate / School	Adult and Local Services
Unit / Team	Adult Social Care
Job Title	Entry Level Practitioner
Job Family Role Profile Level	PCD 4A Grade 9 with JWC
Date	January 2014
Post Group Number	PG5321

Purpose

To work in a District or Locality team to undertake assessments and deliver appropriate person centred support and outcomes for members of the public in Cumbria who have social care needs. To provide personalised support to individuals to optimise customers wellbeing and or skills. To work with stakeholders for better outcomes for customers.

The practitioner will manage an agreed case load and be responsible for coordinating outcomes for the individual which promote independence, choice and control, whilst managing risk and operating within defined financial boundaries.

The post holder will be expected to develop knowledge of the 'assets' within the local community and enable individuals to access 'natural' and preventative sources of support, as well as services from statutory agencies. A 're-ablement' approach should be used to maximise the customers potential.

Working within a multi-disciplinary and multi-agency environment, the post holder will develop the skills and competencies required in the delivery of person-centred support approaches.

The post-holder will work under the supervision and guidance of designated staff whilst developing effective approaches in the management of more complex case-work.

The post holder will actively promote the work of the Cumbria County Council, internally and externally, on the development and delivery of continuously improving modern and competitive services for the citizens of Cumbria.

Key responsibilities

1. To assess the needs of customers and their carers and ensure the development and delivery of personalised support to meet the Council's statutory obligation for the protection and support of adults who have social care needs.
2. In collaboration with customers, carers and others, implement the approaches of Personalisation through the use of mechanisms such as Personal budgets, individual service funds and direct payments.
3. Providing standard and non-standard interventions, such as advice, guidance and direct support to customers
4. Work with relevant professionals and agencies within a given locality or district to ensure that assessment, support and care delivery services are as seamless and timely as possible. This will require knowledge of the assets and services within localities to meet the outcomes identified for those requiring support.
5. Practice within the relevant national legislation, professional standards of practice and organisation policies and procedures and ensure compliance with care/clinical governance principles.

6. To ensure the effective implementation of the Council's strategy for the protection of vulnerable adults by following established procedures to ensure the personal protection and safety of adults at risk. This will involve an ability to assess and plan the support to promote the safeguarding of vulnerable adults.
7. To manage a mixed caseload, which may include some situations where complex and contentious circumstances arise. In these circumstances, work under the guidance and support of more experienced practitioners and engage the wider multi-disciplinary agencies/resources as required and appropriate.
8. Demonstrate effective communication skills including an ability to discuss and explain sensitive information with customers and carers, and produce clear accurate and factual written reports and records. These records must also clearly illustrate the decision making rationale. Demonstrable information technology skills/competencies.
9. Work to the principles and standards identified in 'The Standards we Expect' which underlines the importance of 'communication' as being at the centre of effective practice.
10. To undertake continuous professional development required to meet registration with the appropriate registering body. To see opportunities for professional and personal development as identified and agreed in appraisal and ongoing supervision.
11. To contribute to team working and development of actions to improve standards and outcomes for customers. This will include use of audit measures to support evidence based practice. Develop professional practice collaboratively with a wide range of stakeholders, including senior colleagues.
12. To review individual support plans and monitor outcomes and recommend any necessary adjustments, to ensure the most effective support for personalised outcomes.

Staff Management Responsibilities

To contribute towards the support and guidance of less experienced team members, students and other professionals from external agencies as appropriate

Resources Responsible for

To make the most effective use of available resources, particularly those which lie within local communities.

Person Specification

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	Essential	Desirable
Qualifications	<p>Accredited Professional qualification in Health, Social Care or related area</p> <p>Registration with appropriate professional body</p> <p>Evidence of ongoing professional development/CPD within the last 2 years</p>	<p>Specialist qualification/training relevant to area of work.</p>
Relevant Experience	<p>Assessment for and delivery of support services</p> <p>Experience of case-load management and planning/implementation of interventions for allocated cases</p> <p>Contribute to work planning and resource allocation</p>	<p>Specialist knowledge relating to area of work</p> <p>Work in a multi-disciplinary environment</p> <p>Independent case-load management and planning/implementation of interventions for allocated cases</p> <p>Change management within a positive framework</p>
Knowledge	<p>Awareness and application of Departmental and Council objectives and initiatives</p> <p>Knowledge and understanding of own professional area of practice and issues within Adults Services</p> <p>Understanding and application of theoretical approaches, practices & procedures relevant to customers, carers, professional colleagues</p> <p>Awareness of national policies and legislation relevant to area of work.</p> <p>Understanding of the need to</p>	<p>Track record of achievement of working with diversity</p> <p>Complex/high risk case management</p> <p>Ability to identify and challenge inappropriate practice</p>

	balance risk and safety	
Skills	<p>Ability to influence people to change and to make difficult decisions</p> <p>Good interpersonal skills including negotiating, conciliating, people management and motivational skills</p> <p>Good communication skills – written, verbal in a range of situations working with customers, carers, colleagues and stakeholders</p> <p>Ability to create innovative, person centred solutions with customers and their carers</p> <p>Ability to create and maintain a culture that enables and empowers staff and customers alike</p> <p>The ability to plan interventions to be implemented for customers individually</p> <p>Plans for and prioritises own case-work</p> <p>Good time management/punctuality and ability to work to deadlines</p> <p>Ability to network effectively with multi-disciplinary organisations</p> <p>Information technology skills</p>	<p>Experience of cases which may be complex and high risk</p> <p>Delivery of training and advice to others</p>
Other	Ability to travel extensively throughout the County	