

Job Description and Person Specification

Role: Senior Personal Adviser



Job Description

Job Title	Senior Personal Adviser
Grade	6
Service	Through Care
Reports to	Leaving Care Team Leader
Location	Through Care
Job Evaluation Code	A6007



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

At all times, to promote and safeguard the welfare of children and care leavers who live or access services in, or who are looked after by, Coventry City Council.

Working as part of a children looked after and care leaving service with social workers and professionals to deliver a high quality and effective service. A particular focus on supporting and improving outcomes for care leavers.

To act as a personal Adviser to a specified number of young people and be their first point of contact, with responsibility for providing flexible support and advice when they are preparing and planning to leave care, and throughout their transition to adulthood when they access the aftercare service.

To provide care, support and guidance to children in care and care leavers (up to age 25 years) and enable them to develop the life skills and confidence to live independent adult lives.

The role would also require close liaison and support to social workers and other agencies. Liaison with local housing support services, DFE, accommodation providers as necessary to ensure positive outcomes for care leavers.

To advise line manager of any unmet needs, service deficits, resource implications and unresolved issues.

To work within the framework of legislation, departmental policies and procedures.

To work within the budgetary and resource constraints applicable.

Main Duties & Key Accountabilities

1. Maintain detailed knowledge of all relevant legislation, statutory guidance and case law relating to housing, issues concerned with housing, and corporate parenting responsibility. Apply this knowledge to the duties in this post.
2. Manage a complex caseload with a degree of autonomy in carrying out effective intervention delivery. This will include working with care leavers facing complex situations and those with higher need.
3. To provide direct support, within a flexible approach to the time that a service is delivered, to care leavers with complex needs and housing support needs.
4. To hold case responsibility for young people aged 18 -25 who have left care in relation to the management and review of their individual pathway plans.
5. Develop and maintain a full understanding of government initiatives to help young people entitled to After-Care services to make informed choices on the range of learning and employment opportunities available to them.
6. Have a thorough working knowledge of relevant legislation, national standards, guidance, research, departmental policy and procedures, and ensure this is disseminated across the service.
7. To maintain accurate written records and files in line with CCC IT systems and Data Protection/Information Governance policies.
8. Maintain up to date records of cases using management information systems in accordance with departmental policies and procedures.
9. To develop relationships with all professionals working within key organisations and agencies, and also to advocate for and on behalf of care leavers to ensure they receive appropriate services.
10. To build links in the community in respect of housing and receive information about services care leavers can access locally in the city. A key element of the programme will be to work with community groups to embed this work in the local community so it is sustainable.
11. To attend strategy meeting/child protection conferences, family group/support conferences, reviews and planning meetings when necessary.
12. To liaise with housing support services and housing liaison officer to ensure that the correct applications are made within timescales.
13. To provide information on/liaise with other agencies and organisations to develop/build on young people's community support networks.
14. Coordination of drop-in sessions to provide young people with support and advice with issues that affect them and an opportunity to network with other young people. This will include support with housing and development of independence skills such as budgeting, cooking, managing a tenancy.
15. Contribute to the collation of management information particularly around 903 return and housing support needs/homelessness by ensuring that information is recorded accurately and promptly on our database to allow monitoring progress towards targets.
16. Carry out complex risk assessments to departmentally determined professional standards. and support to Personal Advisers to upskill their ability to assess and plan.
17. Provide support to Personal Advisers and promote good practice in their caseload/work activity. Including: co-working, modelling, coaching, and mentoring (where required).

18. To maintain an overview of young people with housing support needs. Support social workers/Personal Advisers in identifying necessary training and support opportunities.
19. Develop and deliver on group supervision sessions to address priority service needs within children's and leaving care services.
20. Liaise, and to work jointly, with colleagues and staff from other agencies, as appropriate, and liaise with other agencies on behalf of existing care leavers and support in driving regional leaving care agenda.
21. Identify and assist areas of improvement for the service delivery to care leavers
22. Attend and champion events and learning from the National Leaving Care Benchmarking Forum and leading on ensuring service presented at regional and national care leaver events
23. Provide expertise and professional excellence in a specialist field acting as a resource and champion to the team and department to develop practice, engage in research and evaluation of practice.
24. Undertake specific service improvement work in other parts of the service as and when required, bringing expertise and innovation to tackle areas of poor performance.
25. To maintain personal and professional training and development to meet the challenging demands of the job
26. Input and retrieve data from the service areas designated ICT systems to assist with the collation, monitoring and reporting of statistical information for the purposes of performance management, returns to Central Government and information for other agencies including those internal to the organisation as appropriate.
27. Maintain performance and develop practice and experience in line with personal targets as agreed with line manager through supervision
28. Make pro-active use of supervision to extend effective practice, reflection and development and to meet the objectives of appraisal
29. You will report directly to the Leaving Care Team Leader
30. Attend Training courses as required
31. Any other duties and responsibilities within the range of the salary grade

Key relationships

External Police Housing Health Probation Prison Services	Internal Childrens Services Education
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A
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Person specification

Job Evaluation Code	
Knowledge	
A thorough working knowledge of the range of issues that care leavers might expect to face as they make their transition to adulthood and the legal framework affecting care leavers (in particular the 1989 Act and Children (Leaving Care) Act 2000 and related Regulations e.g. Vol. 3 planning transition to adulthood)	
A thorough knowledge of Social Care and Leaving Care provision.	
Be capable of understanding and acting upon relevant legislation concerned with accommodation, housing and homelessness and UASC	
Equal opportunities policies and how to provide services that are sensitive and relevant to all service users.	
Skills and Abilities	
A proven track record of consistently high standards of practice and evidence of ability to take on care leavers with complex needs/circumstances	
Written skills to write concise and accurate case notes, reports and correspondence	
Able to form positive working relationships with other agencies and professional supporting young people	
Communication skills to communicate with a wide variety of audiences (e.g. care leavers; housing providers; support agencies) using a variety of resources	
Problem solving, investigative and analytical skills to be able to analyse and act on information provided	
Influencing and organisational skills – the ability to get the required information from care leavers in a timely fashion	
Organisational and administrative skills to be able to plan, prioritise and organise workload and meet deadlines when working under pressure.	
The ability to work flexibly across all functions of the service, where demand dictates	
Excellent skills and abilities in team working and working with other colleagues and partner organisations	
ICT skills in using standard software provided (word; excel; office etc) and skills in inputting and retrieving data accurately to the teams ICT systems	
Able to form positive working relationships with other agencies and professional supporting young people.	
Presentational and training skills	
The ability to travel in and out of the city	
Communicate effectively in highly charged, complex or challenging circumstances.	

Ability to engage with finance management issues with young people and it will be necessary handle cash/purchasing cards to support with purchasing certain items within CCC procurement guidelines.
Sets, agrees and delivers on objectives and able to plan their workload
Good assessment skills and ability to analyse and process information
Ability to contribute to the evaluation and analysis of recording and the use of information systems to inform good practice and maintain a focus on positive outcomes for care leavers.
Experience
Of working successfully with young people who are in care or have a care history who may present with a range of needs and may participate in risk taking behaviours.
Minimum 2 years' experience of working as a Personal Adviser and with care leavers who may have complex need.
Of working independently to interpret and analyse varied and complex information or situations and to produce solutions in both written and verbal format.
Demonstrable experience of the use of a range of evidence-based interventions to effect change with care leavers
Of incorporating and using research and evidence informed approaches into practice.
Qualifications
To have completed or be willing to work towards a Personal Adviser accreditation programme
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). Some evening and weekend work may be required.

Date Created	July 2023	Date Reviewed	
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