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POST TITLE: SENIOR PRACTITIONER – Adult Services

DIRECTORATE: Adults, Health and Integration

GRADE: PO4

LOCATION: London Borough of Hackney

RESPONSIBLE TO: Team Manager/ Deputy Head of Service

PURPOSE OF THE JOB

1. As a supervisor within Adult Services you will be responsible for planning and monitoring tasks that enables the successful delivery of the business objectives of your designated team.
2. Responsible for the effective appraisal and supervision of staff to deliver services that will achieve continuous improvement of the Council.
3. To ensure compliance with Safeguarding Adults according to all relevant local and national policy and legislation.
4. To support team members in maintaining and developing high professional standards
5. Promote a strengths based model of self-directed support to staff that seeks to enable service users and carers to determine their own solutions; which are outcome focused.
6. Directly supervise selected staff in their locality and to be responsible for the allocation of work and management of their performance.
7. Be accountable for and be aware of the financial implications of the work undertaken, including being financially astute and aware of budgetary priorities and seeking to keep projects within the set financial limit whilst at

the same time supporting staff to maximise people’s independence and see strength based solutions wherever possible.

8. Develop and establish high standards of practice and to be accountable for service delivery in line with departmental standards working autonomously but also accountable to your team manager at all times.
9. Liaise and work in partnership adopting a multi-disciplinary approach in line with integration plans for health and care across Hackney.
10. Work closely with the Team Manager and Consultant Social Worker towards identifying priorities and achieving appropriate balance between development and practice work.
11. Operate within an agreed performance management and budgetary framework.
12. To actively contribute to the inputting and development of Quality Assurance Framework's, including Safeguarding, which will join good work already in practice. To work in collaboration with the Quality Assurance Team and related stakeholders.

SERVICE SPECIFIC ACCOUNTABILITIES

Strategic

1. To help develop and implement strategies for the delivery of personalisation, self-directed support and well being.
2. To keep abreast of latest developments, thinking and innovation in adult social care in order to improve services in Hackney
3. To audit and evaluate practice, and participate in research as appropriate.
4. To assist with developing integrated health and care initiatives and seek to work collaboratively with all partners and stakeholders

Learning, Creativity and Judgement

1. To keep informed of current and future thinking to improve practice by developing and using internal and external contacts.
2. To gather information required, reflect on ways to find possible solutions from relevant information and make decisions within predetermined guidelines.
3. To ensure that predefined targets and outcomes are met keeping the Team Manager and SMT informed of progress as required.

Management Reporting and Analysis

1. To ensure the accurate and comprehensive inputting of case management information for monitoring and planning purposes. Present relevant information to senior management as required.

2. To have a sound knowledge of performance indicators, targets and standards and to perform to a high standard within a challenging performance management culture.

Resource Management and Planning

1. To optimise opportunities for users/carers to seek out alternative solutions to Council funded care, encouraging staff development through their building links with community, voluntary organisations and commissioning colleagues to look at creative information and signposting solutions.
2. Keep accurate records of all work undertaken, including updating computer records.
3. To exchange information with immediate colleagues, those based in other departments as well as external customers/stakeholders. To work collaboratively with others achieving outcomes where all parties gain.
4. To have an overall understanding of the political and government framework and establish effective networks, seeking opportunities for collaboration with stakeholders, demonstrating sensitivity to partners and stakeholders needs. To have awareness of the organisational context and commitment of the Council's organisational values and beliefs.
5. To maintain personal resilience and have an ability to get things done, adapting flexibly to new demands, whilst carrying out many tasks and dealing with increased work volumes.
6. To develop an awareness of finite financial resources attached to projects and the need for them to be completed within budget.
7. To learn and use IT systems to work more efficiently and effectively.
8. To identify staff training needs and to work with the Workforce Development Team to ensure appropriate training is available to staff.

Operational responsibilities

1. Day to day management of selected staff within Adult Services including allocation of work, performance management and regular supervision.
2. To ensure there is an effective and appropriate response to any referral received by the Team. This includes allocation of cases to team members, and the setting of work as a key worker for a limited number of service users, providing casework support for those people with complex needs.

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3. Support the Team Manager in the overall delivery of services and deputise where appropriate.
4. Promote the Personalisation/ Strengths based agenda and support implementation of Self Directed Support.
5. Carry out complex assessments, proportionate to need and risk ensuring agreed outcomes are being met.

6. Prepare written reports and carry out casework recording in accordance with national and departmental standards.
7. Give appropriate advice on welfare rights as required, referring on for specialist advice as necessary.
8. Facilitate user choice and control throughout the self-assessment, support planning and review process by promoting independence and applying the principles of personalisation.
9. Investigate and respond appropriately to complaints.
10. When appropriate, lead on the investigation and/or chairing of Safeguarding Adults meetings and conferences, including Best Interest Meetings. To maintain current training and development capability around Safeguarding practice but also develop strategic initiatives around safeguarding as required.
11. Attend multi-disciplinary, locality and management team meetings as necessary.
12. To support staff to provide information and signposting advice to enable individuals to increase their sense of well being and to access a range of resources that do not require a social care assessment.
13. Ensure the team has up-to-date information and knowledge of the services offered by other statutory bodies and the Third Sector and that these avenues are explored in detail with the potential service user.
14. Where appropriate apply eligibility thresholds under the Care Act well bring principles and give information about any likely cost of services as well as giving appropriate advice on welfare rights entitlements and maximisation of income.
15. To have specialist knowledge of key practice and legislation within Adult services, such as MCA/DOLS/BIA.MHA and Safeguarding. To represent the service in developing key service provision or local strategic initiatives.
16. Where appropriate, to support staff to present ideas and solutions to service users about alternative ways of achieving desired specified

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outcomes including, identifying contingency arrangements to cover any unexpected circumstances.

17. Ensure all documentation is in a format accessible to the individual/s concerned.
18. Ensure compliance with all procedures relevant legislation, codes of practice and Council policies

CORPORATE ACCOUNTABILITIES

Corporate Responsibilities

1. Promotes a 'one organisation' approach.
2. To promote equality among all staff, and ensure that services are delivered in a non discriminatory way, that is inclusive of disadvantaged groups
3. Encouraging accountability amongst staff towards sustainability.
4. Deputise for the line manager as required

Service

1. Suggest new and innovative ways of delivering services that provide high quality and good value for money.
2. Consistently apply high quality service standards and levels of customer service, establish and monitor performance.

People

1. Work collaboratively with teams and individuals across the Council and partners.
2. Provide clarity around expected outcomes and standards.
3. Develop staff to realise their potential, manage their careers and therefore improved outcomes for Hackney residents.
4. Manage staff performance appropriately by providing constructive feedback and taking action where performance falls below the expected standard

Finance

1. Provide accurate information on budget spend and take appropriate action to mitigate budget over/under spend



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POST TITLE: Senior Practitioner Adult Services

GRADE: PO4

Technical Experience/ Skills/knowledge

1. Post qualifying experience of working with adults with Long Term Conditions and complex needs.

2. A sound legislative knowledge of the key principles of the Care Act and the Mental Capacity Act/DOLS and all relevant legislation relating to the provision of services for adult service users with complex needs and long term conditions related to those of a physical, learning, mental health or age related nature. An understanding of Children's services (Safeguarding and Transitions especially) and how to liaise and make a referral as required.
3. Sound knowledge of Adult Safeguarding with specific reference to The London Multi Agency Adult Safeguarding Policy and Procedures, as well as understanding of the core principles of Making Safeguarding Personal, Risk Enablement and Unwise Decision Making.
4. Ability to work as a full member of the multi-disciplinary team, providing a social work service to individuals and their families in a Think Family way.
5. Ability to contribute to the understanding and assessment of psychological, emotional and socio economic difficulties of individuals and families dealing with long term conditions and complex needs.
6. Ability to liaise with other Adults services teams, and health partners in primary and secondary care.
7. An ability to support staff who are assessing complex needs of individuals, including co-ordinating multi-disciplinary input into assessments.
8. Demonstrable legal literacy that ensures Hackney is represented in a fair, equitable and lawful manner at all times, and staff are supported to conduct their direct work with service users in a legally compliant manner which is transparent and service user led wherever possible.
9. Ability to participate in written and verbal form at a strategic level as advised by senior managers.
10. Ability to convene and chair case conferences and other key stakeholder meetings.
11. Ability to contribute to training courses for staff both internally and externally.
12. Ability to work flexibly across Hackney Services and respond in an agile manner to new initiatives, especially around health and social care integration.

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13. Excellent written and oral communication skills, including IT, report writing, and negotiation skills.
14. Ability to understand performance management and undertake quality assurance audits as appropriate
15. Experience of ways of promoting and working in an anti-discriminatory manner.
16. Experience of supervising and appraising staff and managing performance.
17. Ability to prioritise and allocate appropriate work to team members.
18. Ability to ensure that services are developed and delivered within Hackneys Equality framework

SKILLS AND KNOWLEDGE

Accountability

1. Understands political drivers and the role of members.
2. Commitment to continuous learning and development for self and others.

Delivery

1. Experience of setting targets and delegating tasks.
2. Experience of monitoring performance and suggesting new ways of doing things.

Decision Making

1. Proven experience of focusing on what is important and making decisions based on available information
2. Able to make decisions that demonstrate commitment to the Council's vision for a better Hackney.

Working Together

1. Take into account others views and harnesses the benefits of having a diverse workforce.
Experience of working in teams that takes account of the needs of diverse stakeholder groups.

QUALIFICATION

1. A UK state registered degree in Social work, DipSW or CQSW
2. A current Enhanced Criminal Records Bureau assessment. 3. Current registration with Social Work England