



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Qualified Practitioner (Hoarding)
Job Reference	
Service	Adult Social Care – Adult Safeguarding
Team	PACT
Location	Shute End/Hybrid Working
Reports to	Senior Social Worker / Occupational Therapist – PACT
Responsible for	None
Grade	NRS2 (ASC Registered staff pay scale)
Contract Type	Permanent, Full Time
Hours	Full time, 37 hours per week

Main Accountabilities	
1.	Provide specialist, relationship-based support to adults experiencing hoarding behaviours, delivering sustained, relational and strengths-based work with individuals who experience barriers to engagement.
2.	To build and maintain therapeutic relationships with individuals who are resistant to, or disengaged from, traditional services, using assertive outreach, persistence and creative methods of engagement.
3.	Complete complex assessments, reviews and support planning under the Care Act 2014. Undertake proportionate holistic assessments and reviews, considering fluctuating motivation, trauma histories, mental health concerns, exploitation, and environmental risks. Promote wellbeing, independence, choice, and safety by supporting individuals develop day to day skills.
4.	To explore, recommend and support the use of assistive technology (TEC) and other practical solutions to reduce risk, increase independence and support longer-term outcomes for individuals.
5.	To assess and manage risks associated with hoarding and self-neglect, including risks to the individual, others and the wider community, and to develop clear,





	proportionate risk management and safety plans that balance autonomy with safeguarding responsibilities.
6.	To identify and respond to safeguarding concerns, including contributing to or undertaking Section 42 enquiries where hoarding presents a safeguarding risk, and working in line with Making Safeguarding Personal principles
7.	Work towards agreed objectives that reduce risk escalation, prevent deterioration of hoarding or exploitation risks, and reduce need for safeguarding intervention, aligning with Pan Berkshire safeguarding processes.
8.	Contribute to safeguarding strategy meetings, case reviews and professional meetings to ensure cohesive planning for people supported through PACT.
9.	Work proactively across agencies to coordinate flexible, person centred responses and improve engagement for individuals who find services difficult to access.
10.	To work within the Care Act 2014, Mental Capacity Act 2005 and associated statutory guidance, including undertaking capacity assessments, best interests work where required, and ensuring safeguarding duties are fulfilled in cases of self-neglect.
11.	To maintain continuous professional development, particularly in relation to hoarding, self-neglect, trauma-informed practice and safeguarding, and to apply learning to practice improving outcomes for individuals.
12.	Maintain accurate, timely and high-quality recording, ensuring statutory, organisational and GDPR requirements are met and complex information is clearly analysed and presented.
13.	To support the learning and development of colleagues who are less experienced, providing advice, informal mentoring and practice guidance on hoarding and self-neglect where appropriate, in line with experience and role expectations.
14.	Maintain awareness of the wider organisational context to support balanced, values led decision making that promotes stability, transparency and positive outcomes.
15.	Work flexibly across Adult Social Care, contributing collaboratively to promote shared purpose, stability and consistent, person-centred practice.

Person Specification	Essential	Desirable
Education/Qualifications	Professional degree level Social Worker or Occupational Therapy qualification	
	HCPC or Social Work England registration.	





	Full EU driving licence (and access to daily use of a car)	
Experience	Minimum of 1 years (including ASYE) post qualification experience in Adult Social Care or Health Care environment.	Experience of having worked with people who require different approaches to engagement and able to demonstrate having delivered effective outcomes in this respect.
	Experience in a Social Care or health care environment.	
	Experience of managing risk in a social care or health setting	
	Demonstrable experience in undertaking assessment of complex needs	
	Demonstrable experience in effective communication with colleagues, service users, families and other professionals	
	Experience working with hoarding or self-neglect cases and supporting individuals with complex trauma.	
	Experience of gathering, understanding and working with relevant information, including sensitive or incomplete details, particularly when supporting people who hoard or live in chaotic circumstances, and using this information to contribute to practical, person-centred support plans.	
Skills/Knowledge	Knowledge of the legal and policy framework in relation to the role.	Good understanding of hoarding and the psychological drivers behind entrenched behaviours.
	Good time management skills and ability to prioritise.	Good understanding of how trauma impacts people and exploitation indicators.
	Great relationship-based practice skills, including ability to build trust with individuals who are avoidant, resistant or hard to engage.	Ability to effectively produce and present information in a range of formats and to a variety of audiences.





	Be able to communicate and work with people at a range of levels, across a range of situations and settings.	
	Ability to represent the Council in a range of forums and in accordance with the Council's values and standards.	
Behaviours/Attributes/Technical Skills	Strong IT skills, including proficient user Of Microsoft Office and client record systems	Persistence and patience—willingness to stay alongside people who progress slowly or inconsistently.
	A commitment to relational work, Trauma Informed Practice and a desire to work creatively in a Strengths Based manner.	
	Assessment and analytical skills	
	Report writing	
	Willingness to undertake continuous professional development	

Purpose Details	
Service Purpose	The PACT Team works with people who have Care Act–eligible needs, or who may be at risk of requiring Care Act support without early relational intervention. The team supports individuals who are not currently engaged with services and who may have found traditional models of support difficult to access or sustain. This includes young people meeting Transitional Safeguarding thresholds, and people whose circumstances may feel chaotic, where there is risk or experience of exploitation, and where relational, persistent support can prevent, reduce or delay the development of Care Act needs. The team also works with individuals for whom hoarding and self-neglect presents significant risks and where coordinated, multi-agency intervention is required to promote safety, wellbeing and positive change.
Role Purpose	The applicant must be a registered Social Worker or Occupational Therapist. Deliver specialist, relationship-based practice to adults experiencing hoarding behaviours where there are complex risks relating to self-neglect, wellbeing, housing and community safety.





	Working within the PACT team, providing sustained, trauma-informed and strength-based interventions with individuals who are often disengaged from traditional services, building trust and motivation to support meaningful and lasting change. The role involves undertaking complex Care Act assessments, managing risk, and contributing to safeguarding responses, including Section 42 enquiries where hoarding presents safeguarding concerns.
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Supervision and Relationships	
Supervision Received	4-6 weekly from Senior Practitioner- PACT
Supervision Given	None
Contacts	Members of the community, Team members, other council services, Voluntary Sector, Care Providers, Commissioning teams, Colleagues in Health, Police staff, Finance colleagues and Senior Management

Resources/Budget Management
No direct responsibility for budget but contributes to meeting assessed needs of individuals in the most cost-effective manner.

Special Requirements
- Ability to be able to travel and work in a variety of locations as required - Required to make home/hospital visits Enhanced DBS required with a check of the barring list

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	<N>
Working at Height	<N>
Exposure to Noise (>80-85dB)	<N>
Confined Spaces	<N>
Frequent Display Screen Equipment Use	<Y>
Driving for Work	<Y>
Hand Arm Vibration	<N>
Lone Working	<Y>
Healthcare/Social Contact with Patients	<Y>





Blood Borne Viruses Exposure	<N>
Food Handling	<N>
Working with Animals	<N>
Specialised Medical Screening	<N>
Night Working	<N>
Safety Critical Work	<N>

Nature of the Role	Details
Healthcare or Hospital Work	<N>
Working with Children (under 18)	<Y>
Working with Elderly/Vulnerable Adults	<Y>
Work Environment Details	Shute End/Hybrid Working

Role Involvement	Details
Working with Children	<Y>
Working with Vulnerable Adults	<Y>
Both of the Above	<Y>
Providing Care/Supervision for Children	<N>
Providing Care/Supervision for Vulnerable Adults	<N>
Both of the Above	<N>
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced Children's & Adults
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
<Details of required regular checks in line with regulations.>





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Evaluation Declaration

Date of Evaluation:	Oct 2026
Evaluated by:	HR Team

