Isle of Anglesey County Council

Job Description / Person Specification

PART A

Job Title: Reflect Practitioner

Post Number:

Service / Section: Children and Families services

Grade: 6

Overall Job Purpose:

The Reflect Project aims to deliver an intensive programme focussed on identifying and addressing the needs of a cohort of women who repeatedly have had children permanently removed through care proceedings and are likely to have more children in similar circumstances.

The programme gives women the chance to pause and take control over their lives, breaking a destructive cycle that causes both them and their children deep trauma, as well as reducing huge costs to society and the taxpayer. The Reflect Practitioner will be responsible for implementing a range of interventions and support measures as part of an integrated package of health, therapeutic and social support. 'Reflect' is specifically designed to address the complex needs of women, through intensive support, to enable change in their lives, and ultimately reduce the numbers of children being removed into care. The Reflect practitioner will work systemically in delivering a relationship based programme where frequency, tenacity and creativity are central.

The post holder will be required to work closely with a vast range of agencies, individuals, and professionals.

The post holder will work on a 1:1 basis or in a group situation with individuals. They will work in a range of settings e.g. homes and local community.

The post holder will have good, sound knowledge and experience of safeguarding vulnerable individuals and following procedures and protocols to ensure that vulnerable individuals' safety is paramount.

The post holder will be expected to contribute to a growing team as the process of intensive intervention is embedded into local delivery.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☒
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main Duties / Responsibilities:

- Responsibility to report any worry or suspicion that a child or adult is being abused.
- Work effectively as a team member within Anglesey's Children & Families Services to ensure fidelity and integrity to the model through delivery of the 'Reflect' Framework elements. For example, assertive outreach with women and ensuring availability of contraceptive advice and Long Acting Reversible Contraception.
- Responsible for supporting parents through the adoption process from the point a placement order is granted until 2 years post-adoption.
- Lead on supporting parents to understand the looked after child/adoption process once a 'placement order' is granted by the court.
- Support and empower parents to access the post-adoption support package and engage with the North Wales Adoption Service.
- Responsible for building good working relationships and partnerships with the North Wales Adoption Service (e.g. to arrange post-adoption counselling and letterbox contact) and the local sexual health clinic (e.g. to arrange contraception consultations and sexual health screenings) in order to improve the support a parent receives and the outcomes they achieve.
- Responsible for preparing parents for and supporting them before, during and after 'farewell contact' with their child.
- Supporting with individuals who are experiencing trauma, grief and loss.
- Being present with and supporting parents through receiving news regarding their child's adoption status.
- Being present with and supporting parents to read 'letterbox letters' and writing back should they choose to do so.
- Lead on liaising with social workers and social work managers involved with 'looked after children' to identify referrals to the Reflect service where appropriate.
- Responsible for developing the 'birth parent profile' to contribute to the child's life story work.
- Lead on the creation of 'memory boxes' both for the birth parent and the adopted child.
- Clearly identify levels and types of risk or need in relation to victims of domestic abuse which lead to clear associated plans to address the issues identified.
- Use a flexible and outreach approach to the work, demonstrating the ability to adapt to the varying needs and challenges of the service users and their systems.
- Establish a rapport and build a respectful, honest and trusted relationship with service users, their families and networks whilst maintaining healthy professional boundaries.
- Responsible for planning focused, creative and purposeful interventions with explicit aims and objectives around motivating sustained change with service users. Interventions to be based on a range

of tried and tested evidence based methodologies e.g. Cycle of change, solution focused therapy, trauma recovery toolkit, outcome stars.

- Responsible for setting up, planning and delivering 'Reflect' support groups.
- Demonstrate a good understanding of and the ability to support individuals with the complexities they face e.g. drugs and alcohol, mental health issues.
- Work within a flexible framework to meet the demands of the service outside of the usual 9 – 5 hours when required.
- Ensure that all matters relating to child protection or a vulnerable adult are dealt with promptly and in line with child protection/safeguarding adults' procedures.
- Ensure that case files are well organised, up to date and provide accurate information.
- Responsible for the 'Reflect project' data collection for Anglesey and for providing the requested KPI and annual reports to the project leader.
- Responsible for creating a 'profile' for each Reflect participant on the case management system and keeping accurate records within these.
- Contribute towards developing policies and procedures and general development of the national Pause & Reflect project.
- Ensure own continuous professional development around emerging research, case law and other relevant policy or procedural changes, and lead on delivering and developing evidence based practice.
- Responsible for meaningful engagement with partner agencies, to include training, participation in multi-agency forums and address any relevant issues emerging through case work.
- To be responsible for establishing good working relationships both internally and externally.
- Responsible for conducting assessments that identify strengths within an individual and produce time-limited effective interventions.
- Responsible for developing good working relationships with the individuals you support; building trust and improving engagement with and access to services.
- To build resilience and confidence in individuals to empower them to make informed decisions and take responsibility for their own lives by equipping them with the necessary skills.
- Responsible for co-working with individuals to create and implement intervention plans which contribute to /develop their wellbeing, including health, mental, emotional and social wellbeing.
- Responsible for monitoring, updating and evaluating the intervention plans on a long term basis over approximately 2 years.
- To conduct and contribute to the evaluation of interventions with individuals, together with colleagues and other agencies.
- To develop a good knowledge of support services and resources available on the island.
- To work in partnership with other departmental staff/agencies to promote the well-being of the individual.
- Responsible for managing own time, work diary and prioritising work demands.
- Responsible for a small budget for resources.

- Promote anti-discriminatory practices and act in a non-oppressive way towards colleagues and service users.
- Take responsibility for personal development and participate in developmental programs and training provided by the Department.
- To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole.
- Operate within the Council's policies in relation to equal opportunities and equality.
- Responsible for managing information in accordance with the Council's information management guidelines. Ensure that personal information is treated in accordance with Data Protection legislation.
- Adherence to confidentiality boundaries and Data Protection legislation.

- Commitment to reducing the Council's carbon emissions in accordance with the Carbon Management Plan, and to encourage others to act positively towards reducing the Council's Carbon Footprint.
- Participate in staff supervision, performance review.
- Undertake any other reasonable duty which corresponds to the salary level and responsibility level of the job.

Training and Learning :

- Attend all relevant training courses offered.
- Prepare and attend supervision in line with departmental policies.

Confidentiality :

- Respect the right of individuals to privacy.
- Adhere to the Information Sharing and Confidentiality Protocols.
- Maintain confidentiality at all times in accordance with the Service's/organisation's policies.

Child Protection :

- Attend appropriate and relevant Child Protection Training.
- Work in accordance with the All-Wales Child Protection Procedures and Vulnerable Persons policies.
- Ensure that safeguarding issues are prioritised.

Person Specification:	Essential (E) Desirable (D)
Education and Training **The minimum educational requirements/professional or vocational qualifications for the post:** **1.1 Essential** 1.1.1 The successful candidate will be able to demonstrate a clear understanding of the support required by vulnerable individuals who may also be experiencing trauma, grief and loss. They will also be preferred to have a professional qualification in social care, mental health, substance misuse, counselling, therapeutic practice or other relevant professions. However, while a qualification is considered preferable, it is not essential if considerable experience in a related field can be demonstrated. 1.1.2 Minimum of 5 GCSE, at grade C or above or relevant qualification e.g. NVQ 3	

Any specific training required for the post, including Certification:

1.2 **Essential**:

1.3 Experience of working with families and/or individuals who present with a range of complex needs (Mental Health challenges, Substance Misuse, domestic violence) and demonstrate an ability to create rapport and build effective working relationships.

1.4 Desirable

1.4.1 Attended a Safeguarding Training.
1.4.2 Knowledge/experience of using approaches to bring about change.
1.4.3 Solution focused therapy training

Key Competence Requirements **Job related knowledge:** 2.1 **Essential** 2.1.1 Good level of IT skills. Competent in Word, Excel, Powerpoint. 2.1.2 Knowledge, experience and ability of supporting families on issues e.g health, benefits,self confidence, self esteem, substance misuse, mental Health, housing etc (this list is not exhaustive). 2.1.3 Experience of working with children/families in a formal setting, either paid or voluntary (minimum 2 yrs). 2.1.4 Knowledge and understanding of Children and Families services and procedures e.g. adoption Process, looked after child Process 2.1.5 Experience and knowledge of working with multi-agency partners 2.1.6 Knowledge of evidence based theories around change. 2.1.7 Knowledge of barriers that prevent / impact families and how to achieve change. 2.1.8 Knowledge and understanding of the 'toxic trio' of vulnerabilities (Substance Misuse, Mental Health and domestic abuse). 2.1.9 Knowledge of the local Services and provisions on Anglesey. 2.2 **Desirable** 2.2.1 Knowledge of North Wales Adoption Service and the post adoption Support package. 2.1.10 Knowledge of child development. 2.1.11 Knowledge of theories on grief and loss and the grief process.	
Specific skills: 2.3 **Essential** 2.3.1 Experience of working with vulnerable individuals. 2.3.2 Must have experience of working with statutory and non-statutory agencies. 2.3.3 Ability to communicate in Welsh and English. 2.3.4 The ability to influence and inspire across multiple disciplines using evidence and practice to improve outcomes for vulnerable individuals. 2.3.5 Ability to recognise families' strengths. 2.3.6 Ability to work in partnership with other agencies/professionals. 2.3.7 Ability to use own initiative and consult where appropriate. 2.3.8 Ability to maintain professional boundaries. 2.3.9 Ability to work in a pressurised environment. 2.3.10 Ability to apply models of intervention and theory to work with families. 2.3.11 Commitment to user involvement and participation. 2.3.12 Ability to mange time effectively.	

2.3.13 Ability to develop and maintain relationships with families, whilst challenging where necessary.
2.3.14 Ability to build relationships with individuals/families who are difficult to engage.
2.3.15 Complex problem solving and innovative thinking is a key part of this job. The post holder will be required to use discretion to resolve unexpected problems and identify issues which need to be addressed.
2.3.16 The post holder will need highly developed advisory or advocacy skills in relation to role undertaken.
2.3.17 Ability to work in accordance with procedures, and record accurately and legibly.
2.3.18 Able to maintain confidentiality and to share information appropriately and professionally.
2.3.19 A commitment to one's own professional development.
2.3.20 Ability to work unsociable hours.
2.3.21 Ability to use IT systems.
2.3.18 Able to work independently.
2.3.19 Ability to work as part of a team.
2.3.20 Able to work under pressure at times.

2.6 **Desirable:**

2.6.1 Delivery of services using a solution focused approach.

2.6.2 Ability to run support groups.

3. Personal Attributes:

Personal values and characteristics which should be demonstrated in performing the duties of the post:

3.1 **Essential**

3.1.1 Positive attitude to working independently and as a team member.
3.1.2 Promote equality and diversity in practice across all areas of work.
3.1.3 Good communication and interpersonal skills.
3.1.4 The ability to think flexibly and show respect for other viewpoints.
3.1.5 The ability to be available to families outside normal working hours.
3.1.6 Empathetic and non-judgemental

4. Personal Circumstances

Job demands which, if not met, could constrain effective performance in post:

4.1 Essential

2.3.22 Able to drive and have own transport. Valid driver's licence.
2.3.23 Receives a clean enhanced DBS record.
2.3.24 Be available for some standby service and out of hours.

2.3.25 Undertake such other duties, training and/or hours of work as may be reasonably required by your manager and which are consistent with the general level of responsibility of this job. 2.3.26 Flexible and able to adapt to different situations.	

Position in the Organisation:	
Reports to:	**Practice leader**
Staff Supervised:	**0**

Working Arrangements and Conditions:	
Working Week:	Any 5 out of 7 Monday – Sunday
Identified Work Base:	Anglesey
Contracted Hours:	37

Language Requirements

Welsh Language Skills (Please see the skills framework attached)

Listening (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐
Speaking (Tick One)		Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐

English Language Skills (Please see the skills framework attached)

Listening (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Reading (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Speaking (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Writing (Tick One)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: October 2022

PART B	Part A and Part B need to be completed fully for Job Evaluation Assessment -

Further Knowledge, Skills and Competencies required for job evaluation assessment (can also be assessed during Interview):	
Financial Resources	
Level:	
Indicative Value:	**A small budget set annually with the team manager.**
Physical Resources	
Land and buildings - No./area	Value: £
Plant / Vehicles / Equipment	Value: £
Information Systems - No./volume	Value: £
Delegation:	
Demands within the job:	
Physical Demands:	• Travelling to locations across the island and occasionally beyond. • The office base is Llangefni, with some days based working from home. • Working with individuals on a 1:1 basis and in a group. Working in the community and the home. • Good general health is required. • The needs of the individuals accessing the 'Reflect' practitioner may extend outside of more traditional working hours. Workers will therefore need to be available to work flexibly with individuals who may require acute support from the Reflect Practitioner at such times.
Mental Demands:	• Working under pressure to meet deadlines. • Managing time and work-load. • Produce written reports and manage case files. • Support individuals to deal with situations which may be complex and / or sensitive in nature. • Supporting individuals during acute crisis moments, e.g. in relation to homelessness, mental health, domestic abuse. • Working intensively with families for long periods of time, sometimes exceeding 2 years.

	• This is a role where interaction with service users and a range of agencies is extensive, mainly in a safeguarding role and with service users in crisis. • Complex problem solving and innovative thinking is a key part of this job. The post holder will be required to use discretion to resolve unexpected problems and identify issues which need to be addressed. • The post holder will need highly developed advisory or advocacy skills in relation to role undertaken.
Emotional Demands:	• Dealing with individuals who may be under stress and whose needs may be complex and sensitive. • Dealing with individuals who are experiencing trauma, grief and loss. • Preparing parents for and attending 'farewell contact' with parents. • Being present with and supporting parents through receiving news regarding their child's adoption status. • Being present with and supporting parents to read 'letterbox letters' and writing back should they choose to do so. • Working under pressure in a fast-paced office environment within a service context that is stressful, risky and at times harrowing. • The post requires management of competing demands and high level of sensitivity to develop effective working relationships. • The post will also require resilience and problem solving skills. • Excellent communication and interpersonal skills - to work with people, and be ab to lead change and manage risk. • Direct contact (either in person, by telephone and other methods of communication e.g. Microsoft teams) with service users, other employees of the local authority, other stakeholders, and citizens. Requires good influencing and negotiating skills. • Taking responsibility for own area of work and work with a high degree of autonomy. • Working in situations in which there may be a risk of significant harm to vulnerable individuals. • Working in a busy office environment. • Working independently and taking the necessary care to avoid risky situations.

Normal Work Location:

☐ Normally office based

☒ Office based but with some site / home / meeting visits

☒ Role involves substantial travelling with occasional visits to identified work base

Business Travel:

☐ No business travel

☒ Some business travel. Postholder may be called upon to provide own vehicle

☒ Some business travel. Council vehicle may be provided to postholder

☐ Postholder employed as driver / required to operate specialist machinery

<u>Exposure to disagreeable working conditions</u>

Environmental:

☒ Minimal / normal office environment

☐ Some

☐ Significant

Aggressive / Difficult Clients:
☐ Minimal
☒ Some
☐ Significant

Other Conditions

DBS Check Required:
☒ Enhanced
☐ Standard
☐ Not Applicable

Work Flexibilities / Restrictions

Politically Restricted Post:
☒ Yes
☐ No

Home / Mobile Phone Provided:
☒ Yes
☐ No

Protective Clothing Provided:
☐ Yes
☒ No

Language Skills - Workplace Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision