|  |  |
| --- | --- |
| **Post title:** | Advanced Practitioner |
| **Grade:** | L |
| **Responsible to:** | Service Manager or Team Manager |
| **Staff managed:** | None |
| **Directorate:** | Health and Adult Services |
| **Service:** | Adult Social Care Community Teams |
| **Job family:** | **C&S - Care & Support** |
| **Date of issue:** | June 2023 |

|  |
| --- |
| Job context |
| Locality based | **Team based** |
| Working in a Service Manager locality area, the main focus of the role is in supporting the Service Manager with quality assurance, team performance, coordination of safeguarding and complex casework. | Working in a local community social care team, the main focus of the role will be supporting the Team Manager with quality assurance, team performance, coordination of safeguarding and complex casework. |
| * The Care Act was the most significant change in social care legislation in 70 years. The Act introduced a number of new duties for local authorities, including the wellbeing principles and statutory responsibilities to carers and safeguarding adults at risk of harm or neglect. The Act also introduced a new national eligibility criteria for adult social care. The Act represents a shift in social work practice and emphasises personalisation in social work practice, where assessment is considered an intervention and where social work practice should take account of the individual strengths of the person, their family and friends and wider community.
* The new Adult Social Care assurance Framework will measure the quality and effectiveness of adult social care services within the Local Authority. There will be a significant focus on developing staff awareness of performance, quality, the experience and outcomes for people using social care services and continuous assessment of local authorities against nationally agreed Key Lines of Enquiry
* You will work as part of the team under the Service Manager in a specific locality or team. The focus of the Advanced Practitioner in the Service Manager locality is to implement the requirements of the Care Act with a focus on quality, performance, practice and outcomes for people. In a local team, this extends to include complex casework and supporting Team Managers with safeguarding co-ordination.

In this role you will: -* Work across Health and Adult services Community Teams.
* Support your line manager and work with the Practice Team to embed the new approaches to social work practice, including, relationship based practice, trauma informed practice and strength based approaches, review and creative support planning.
* Support Team Managers to assure the quality of social care practice, undertake complex casework and support with the co-ordination of safeguarding activity.
* Focus on the quality of practice and performance using a range established tools and methods such as quality assurance tools and deep dives
* You will work with the Practice Team in delivering and developing the Peer Support and specific practice sessions ensuring that practice is compliant with the relevant legislation.
* Champion best social care/social work/occupational therapy practice across Health and Adult Services within a framework of best value.
* Implement a range of quality assurance tools, which consider practice, risk and complexity.
* Support the implementation of the ASYE across adult social care within a specific locality.
* Hold a number of portfolios where you will identify the key practice issues and report to your line manager the implications for Care and Support.
* Support, coach, and mentor other members of staff on social care practice issues within a specific locality.
* Be aware of the key developments in social care/social work practice for example NICE guideline and working with the Practice Team ensure successful implementation of these in a specific locality.
* Support colleagues in a specific locality to work with adults with care and support needs and carers to co-produce of key elements of assessment, review and support planning across multiple channels for example online and within the electronic client databases.
* The role will ensure consistent, high quality social work practice in a specific locality with a focus on complex casework. The post holder will in addition be a named support coach and mentor to less experienced social care/workers in their specific community teams.
* The role requires the post holder to be knowledgeable and have extensive experience in social work practice including expertise in safeguarding, undertaking complex assessment and intervention work with people and their families, a high level of experience and competence conducting complex risk assessments, Mental Capacity Act work including mental capacity assessment and Best Interest Decisions (this list is not exhaustive)
* The post holder will support the strategic and operational direction, delivery and performance in a specific locality.
* The post holder will be expected to be flexible to support and respond to the changing needs of the service and attend different parts of the County when needed.
* The role will ensure a focus and influence on relationship based and strength based approaches to practice, which promotes the best outcomes for people.
* The post holder will ensure that social care workers have the appropriate skills, direction and oversight to effectively assess a person and/or their carers’ needs appropriately, undertake risk assessments and arrange and deliver intervention services within budget and in line with clearly defined outcome measures.
* The post holder, in conjunction with managers, will take responsibility for identifying and sharing Best Practice examples and contribute to Locality events and HAS Team Brief
* The post holder will work proactively with teams and social care workers to ensure the voices of people using our services are represented in social work practice
* The post holder will act as a lead in their service area for specific areas of practice e.g. dementia, autism and learning disability
* The post holder will have a pivotal role in identifying knowledge and skills gaps and working with the Practice Team and Training and Learning team to address this.
* Advanced Practitioners will carry out complex case work as directed by their manager.
 |

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| **Job Purpose:** | **To build upon the successful implementation of personalisation and self-directed support in Adult Social Care and support locality teams in improving their performance and outcomes for people. The role is integral to improving and monitoring of the quality of social care/social work practice and the implementation of strength based approaches to assessment, review and support planning, ensuring the adults with care and support needs and carer’s outcomes are achieved. The postholder will have specific practice knowledge or expertise and will have responsibility in conjunction with managers for ensuring consistent practice, performance and quality across specific service areas.** |

 |

|  |  |
| --- | --- |
| Operational management: | * Work with specific teams within the scope of the Service Manager in ensuring that practice is compliant with relevant legislation, is safe and of good quality.
* Develop staff awareness and practice in respect of performance and quality
* Ensure the compliance of designated operational teams with various performance requirements.
* In conjunction with team mangers within the scope of the Service Manager undertake quality monitoring of adult social care/social work practice through the review of assessment and support planning in accordance with timescales and other quality standards agreed in local procedures alongside other procedures.
* Ensure that support planning reflects the personal, familial and community assets or strengths of the adult with care and support needs or carer and that the principles of best value are consistently applied.
* Ensure that practice and support planning meet the desired outcomes for people and that their views and opinions are reflected in social work practice and recording.
* Ensure that the national eligibility criteria is consistently applied, with a clear rationale for the decision being made and that due consideration is given to the wellbeing principle.
* Report to the Team Manager and Service Manager any areas of concern around practice, performance or concordance with legislative requirements.
* Ensure the Practice Team are aware of any issues and assist in developing, implementing and managing improvements in practice within Adult Social Care Community teams and their interfaces with other professionals in relevant agencies.
* Ensure locality and performance teams have processes in place to support the Performance framework and highlight interventions and trends in social care/social work practice within their specific locality
* Lead on a program of audit and review of activities across the Directorate which identify improvements in performance and lead to better service standards
* Report to the Team Manager and/or Service Manager any issues of particular risk to adults with care and support needs or care or services which might attract attention from Members or the media.
* To work towards the highest possible levels of data quality
* To ensure a consistency of approach and outcomes
* Deputise for Team Managers as required
 |
| Resource management: | * Identify and report any areas of concern to the Team Manager and/or Service Manager in relation to practice, ASYE arrangements or performance.
* Provide day-to-day information advice and guidance to staff within a specific locality
* Support the Practice Team in ensuring that training delivered meets required standards and reflects current best practice.
* Ensure local managers and staff to use initiative in the identification of key issues in relation to improving performance/ existing systems and activity, and produce proposals to address these
* To ensure that all staff and managers have a clear understanding of their roles and responsibilities, with regard to the performance and quality agenda and to develop appropriate skills to deliver the performance agenda.
 |
| Partnerships: | * Establish and develop positive and supportive relationships with relevant staff at all levels within the council, health service, higher education institutions and other partners to promote effective joint working arrangements.
* Assist Team Managers and/or Service Manager in developing pro-active partnership working, acknowledging that some interactions will be of a highly sensitive and contentious nature.
* Deputise for Team Managers, as required in representing the Directorate on national and regional groups for practice and personalisation as agreed by the Service Manager.
* Promote social care/social work values, principles and best practice amongst adults with care and support needs, carers and the wider public and work with the Information office and other relevant groups and boards to ensure that information, advice and guidance about Adult Social Care, advocacy and the prevention services on offer is widely available and that Accessible Information standards are in place.
* Where resource allows to act as supervisor to Social Work students on placement, including support, guidance, challenge and assessment.
 |
| Communications: | * Communicate effectively with other practitioners and professionals to ensure required outcomes are achieved.
* To ensure regular communication of performance issues to all staff in ways that are easily understandable
* Provide professional information, advice and guidance as required.
* Represent North Yorkshire County Council as required with internal and external customers.
* Develop expertise in coaching and mentoring staff who are less experienced
* In conjunction with the Practice Team Deliver workshops and /or learning events to support the ongoing development of social work practice in specific teams, locality or across the county as required.
 |
| Systems and information: | * Ensure that practitioners utilise the current business processes to support the Adult Social Care in relation to case recording, quality, performance, and financial monitoring and outcomes for people
* Based on the analysis of the data collection contribute to the development and monitoring of improvement plans within a specific locality
* Assist in the collection of performance and outcome data and make appropriate use of IT systems.
* Contribute to the ongoing improvement and development of Adult Social Care processes and systems in conjunction with the strategic objectives of the Directorate
* To work with Service Manager and Team managers in developing team/ service targets for performance gains on a monthly basis in line with national and Directorate expectations
* To ensure early identification of variations in performance and quality using diagnostic tools.
* To work with Service Manager and Team managers to develop solutions and implement action plans locally and ensure that best practice is shared across the County.
* To analyse and interpret data in order to identify the most effective courses of action
 |
| Safeguarding: | * Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.
* Undertake Safeguarding Adults Coordination and/or Investigations, as delegated by managers in line with procedures.
 |

|  |  |
| --- | --- |
| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Advanced practitioners must have substantial experience in adult social care undertaking complex work in the application of relevant legislation.
* Extensive knowledge and understanding of effective assessment and social care practice to deliver the best outcomes for people.
* Knowledge and understanding of social care policy developments and good practice at a local and national level
* Knowledge of community, residential and day services for adults with social care needs.
* Good working knowledge, understanding and application of the Care Act and regulations.
* Knowledge and understand of other relevant legislation for adult social care, for example the Mental Capacity Act and Human Rights Act
* Knowledge of statutory requirements, including requirements in respect, equality and anti-discrimination legislation, data protection and confidentiality.
* Knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role.
* Understanding of information for internal stakeholders and external partners.
* Understanding of quality and service standards at a multi-agency level.
* Demonstrable experience of adult social care operations and management in a local authority, major independent service organization or equivalent.
* Demonstrable experience of undertaking complex assessment of health or social care needs in a community setting.
* Experience of applying asset and strength based approaches into practice
* Demonstrable experience of initiating the appropriate statutory and other actions required to undertake adult protection investigations.
* Experience of working positively in a changing environment.
* Experience of working with management information. An understanding of the performance assessment framework and ability to understand and analyse trends
* Experience of promoting the achievement of equality standards throughout the organization
 | * Have an awareness and understanding of financial systems and budget management.
* Experience of working with and implementing organizational culture change strategies
* Relevant experience in the management of specific resources in a changing organisational environment, including human and financial resources.
 |
| Occupational Skills* Ability to work independently using experience and initiative.
* Ability to work well with others to promote Directorate and Health and Adult Services policies and objectives.
* Ability to contribute to an annual service performance plan and monitor standards to facilitate continuous improvement.
* Excellent communication and presentation skills. Ability to use persuasion, influencing and/or negotiation techniques to influence others.
* Resilience skills. Works productively in a pressurised environment and supports others to do so. Ability to act calmly during difficult circumstances and recovers quickly from setbacks.
* Effective time management and planning skills, meets deadlines
* Effective written communication skills – communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. Excellent case recording and report writing skills.
* Decision making skills – can make decisions within own area of responsibility which may involve considering risks.
* Ability to monitor quality and service standards.
* Good IT skills including use of email, intranet, internet, word, excel and inputting date into the Council’s assessment system.
* Flexibility and adaptability.
* Problem solving skills – uses creativity and innovation to generate solutions to problems.
* Resource Management skills
* Planning and project management skills.
* Ability to respond to a changing environment and performance demands – flexible and adaptable.
* Creative and Innovative.
* Highly motivated.
* Open manner, with the ability to work well with colleagues at all levels in the organisation.
* Effective leadership skills and the ability to promote Directorate and Adult and Community Services operational policy and objectives.
 |  |
| Behaviours [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications* Educate to degree level or equivalent with a professional social care qualification. E.g. Degree in Social Work/Occupational Therapy, DipSW, CQSW, .
* Professional registration with Social Work England or HCPC.
 | * Best Interest Assessor Training
* Approved Mental Health Professional qualification
* Practice Educator or equivalent qualification
 |
| Other Requirements* Ability to travel across the County.
* Ability to attend meetings outside of normal business hours.
* NYCC is committed to taking all reasonable steps to protect our staff teams and the community we serve. As this role involves working closely with our most client groups, post-holders must have received both doses of an authorised COVID vaccine, plus a booster dose, or have a valid medical exemption.
* Will be subject to a satisfactory DBC clearance
 |  |

|  |
| --- |
| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
* There a number of routes for progression from this post. Advanced practitioner may wish to pursue a career in management and would be able to apply for Team manager vacancies within the organisation when they arise. They may also wish to pursue a career that is more practice related and would be able to apply for the Principal Social Worker (adults) position when a vacancy arises.
 |

|  |
| --- |
| Structure |
|  |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.