

**What Makes The Difference?  
GOOD PRACTICE EXAMPLE**

**This example of good practice relates to criteria 7.2 of the National Leaving Care Standards contributing to ECM outcomes:**

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well being

**Name(s) and region of agency/organisation in which this piece of work was developed**  
**Hull Young People's Support Service**

**Target group(s)**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Disabled young people                                 | <input type="checkbox"/> Young people 19+ years               |
| <input checked="" type="checkbox"/> Young people with mental health needs                 | <input type="checkbox"/> Girls only                           |
| <input checked="" type="checkbox"/> Unaccompanied asylum seeking children (UASC)          | <input type="checkbox"/> Boys only                            |
| <input checked="" type="checkbox"/> Young people from black and minority ethnic groups    | <input type="checkbox"/> Young people as trainers             |
| <input type="checkbox"/> Young people not in education, training and employment (NEET)    | <input type="checkbox"/> Senior management                    |
| <input checked="" type="checkbox"/> Older looked after children 15+                       | <input checked="" type="checkbox"/> Young people leaving care |
| <input type="checkbox"/> Foster carers  | <input type="checkbox"/> Researchers/evaluators               |
| <input type="checkbox"/> Girls and boys   | <input type="checkbox"/> Trainers                             |
| <input type="checkbox"/> Young people involved as researchers                             |   |
| <input type="checkbox"/> Service managers   |   |
| <input type="checkbox"/> Executive and lead members/councillors                           |   |
| <input checked="" type="checkbox"/> Lead professionals (social workers/personal advisors) |   |
| <input type="checkbox"/> Other support/care workers                                       |   |
| <input type="checkbox"/> Parents  |   |
| <input type="checkbox"/> Youth workers  |   |
| <input type="checkbox"/> Information workers  |   |
| <input checked="" type="checkbox"/> Young people in custody                               |   |
| <input checked="" type="checkbox"/> Young parents   |   |
| <input type="checkbox"/> Young people 16+   |   |
| <input type="checkbox"/> Young people involved in services(SUI)                           |   |
| <input type="checkbox"/> Others (please specify)  |   |

**Purpose and intended outcomes of this work**

For young people from disadvantaged groups to have specific input in order to meet their additional needs.

**Description of what was carried out in this piece of work (the intervention/s)**

There are Additional Needs Workers at the YPSS who work with refugees, disabled young people and others. The Additional Needs Workers act as a resource for the team and run specialist activities such as gardening and football projects to bring young people together.

**Service structures and processes that were set up (e.g. posts, partnership groups etc)**

Additional Needs Worker posts established

**Type of agency/organisation in which this work was developed**

- Local authority department - unitary
- Local authority department - metropolitan
- Local authority department - borough council
- Local authority department - county (shire) council
- Local authority department - city council
- Local authority department - London borough
- Voluntary organisation
- Multi-agency (please specify agencies involved)
- Health agency (e.g. PCT, NHS Trust)
- Education agency
- Youth justice agency
- Youth service
- Other (please specify)

<b>Region where work was developed</b>	<input type="checkbox"/> National (please specify UK nation i.e. England, Scotland, Wales, N. Ireland)  <input type="checkbox"/> NW England <input checked="" type="checkbox"/> NE England <input type="checkbox"/> SW England <input type="checkbox"/> SE England <input type="checkbox"/> London <input type="checkbox"/> East Midlands <input type="checkbox"/> West Midlands
<b>Name(s) of tools/resources developed as part of this work</b>	

<b>In what sense is this ‘good practice’? The evidence</b>	
<b>Underlying evidence used to develop the interventions in this piece of work</b>	<input type="checkbox"/> None - new exploratory/developmental <input type="checkbox"/> Not known <input type="checkbox"/> Practitioner knowledge/experience only <input type="checkbox"/> Published research evidence <input checked="" type="checkbox"/> Local research / evaluation
<b>Source of evidence available to show the <i>impact</i> of the interventions used in this work</b>  <b>What this evidence/information suggests</b>	<input type="checkbox"/> Independent evaluation <input type="checkbox"/> Internal / self-evaluation <input checked="" type="checkbox"/> Anecdotal / impressions <input type="checkbox"/> None <input type="checkbox"/> Not known <input checked="" type="checkbox"/> Positive impact (if any) <input type="checkbox"/> Negative impact (if any) <input type="checkbox"/> Other impact <input type="checkbox"/> Not known

<p><b>Type of evidence about the 'process' of delivering the interventions used in this work</b></p>	<p><input type="checkbox"/> Positive impact (if any)</p> <p><input type="checkbox"/> Negative impact (if any)</p> <p><input type="checkbox"/> Other impact</p> <p><input checked="" type="checkbox"/> Not known</p>
<p><b>Feedback/evaluation report available on this site?</b></p>	<p><input type="checkbox"/> Yes, <a href="#">click here</a> to view</p> <p><input checked="" type="checkbox"/> No</p>
<p><b>Contact details for further information about this piece of work and the evidence of its impact</b></p>	<p>Name: Daemon Cartwright</p> <p>Address: YPSS, Stonefield House, 16 -20 King Edward St, Hull, HU1 3SS</p> <p>Tel: 01482 331 000</p> <p>Email: daemon.cartwright2@hullcc.gov.uk</p> <p>Fax:</p> <p>Mob:</p>

## **KINGSTON UPON HULL CITY COUNCIL**

### **JOB DESCRIPTION**

**DIVISION:** Social Care & Health KHCC Grade  
**JOB TITLE:** Personal Advisor (Additional Needs)  
**SECTION:**  
**GRADE:** Level2  
**REPORTING TO:** Team Managers

Where the postholder is disabled, every effort **will be made to supply all the necessary** employment aids, equipment or adaptations to enable him/her to carry out the full duties of the job. If, however, a certain task proves to be unachievable then job redesign will be given full consideration.

#### **PURPOSE:**

To ensure that an effective range of social work inclusion services for young people in need their families/carers are planned, actioned and reviewed in accordance with professional expertise, departmental policies and legislative requirements.

#### **PRINCIPLE ACCOUNTABILITIES**

1. Undertake assessments of young people in need in order to safeguard and support the young people whilst meeting the overall needs of the young people and their family.
2. Working as part of a multi-agency, multi disciplinary service with young people and vulnerable adults who have left public care who are eligible for services under the Children (Leaving Care Act) also young people who are in need as defined in the Children Act 1989.
3. To produce and implement a relevant care /pathway plan within a legislative and departmental framework in order to safeguard and support the young people whilst meeting the overall needs of the young people! family.
4. Contribute to the provision of effective high quality assessment, support, guidance and advice to vulnerable young people and adults in term of homelessness, accommodation issues, finance, education training and employment, leisure etc. Working in a young person focused way to help young people reach their full potential and improve life chances in line with the governments agenda for improved Attainment and reducing Social Exclusion of young people.
5. Represent the department in court and co-ordinate legal input into cases to ensure the department responds appropriately to issues requiring legal intervention.
6. Undertake enquiries within guidance into cases of significant harm of young people in order to ensure the welfare and protection of the young people is maximised at all times.
7. Attend and/or instigate meetings on cases ensuring that they take place according to procedure and legislative requirements and they promote the welfare of young people.
8. Act as a key worker for young people and vulnerable adults who are at risk in order to ensure the welfare and protection of the client is maximised at all times. Actively involve young people in decision making about the service by regularly seeking their views about the quality of the service and proposals for future developments.
9. Participate in multi agency working groups and projects in order to ensure the effective

co-ordination of services for young people and their families in the community.

10. Manage own caseload effectively within set timescales to ensure the smooth running of the department.

11. Be responsible for maintaining up to date, accurate and quality data on the CareFirst data base with reference to case recording and all other relevant information. Ensure that statistical and workload returns are completed and contribute towards an effective and efficient management information system.

12. Attend and contribute to supervision sessions, training courses and other departmental forums in order to manage professional and personal development.

#### DIMENSIONS:

##### 1. Responsibility for Staff:

The post holder will supervise sessional staff, support staff and Social Work students.

Responsibility in terms of group supervision and working alongside team members.

##### 2. Responsibility for Customers/Clients:

Makes assessments of needs and co-ordinate and reviews care/ pathway plans.

Monitoring positive outcomes for young people and their families.

Coordinate and promote user participation.

##### 3. Responsibility for Budgets:

Will make assessments that could have significant financial implications.

##### 4. Responsibility for Resources:

Providing management information to the relevant directorate to contribute to performance management reporting.

ORGANISATION CHART (Illustrating position of the job within the department) see attached

#### CONTEXT

This post is key to the legislative requirements and the work of the Social Services department.

The work of a Person) Adviser is both diverse in daily tasks and complex in nature and requires the post holder to demonstrate highly developed influencing and negotiating skills.

#### DECISION MAKING:

These decisions should relate specifically to the principal accountabilities

The postholder makes frequent decisions and exercises Initiative and implementation of set rules and policies with only limited supervision/managerial direction required.

eg.

Instigates planning meetings, convenes and reports to multi agency meetings and case conferences, looked after children reviews, pathway plan reviews and child in need reviews. Identifying suitable and safe accommodation for vulnerable young people/adults and appropriate access to employment, education and training.

#### KNOWLEDGE/ EXPERIENCE/SKILLS/QUALIFICATIONS:

##### 1. Qualifications Requirement:

DipSW or equivalent professional qualification within area of specialism.

**2. Knowledge Requirement:**

- .An understanding of child and adolescent development and an ability to remain young person focused. An understanding of issues which affect socially excluded people.
- .Up to date knowledge of current issues, research theories, policies and procedures.
- .Have a working understanding of the effects of legislation in a wide area, Children's Act, Criminal Justice act, Children (Leaving Care) Act Data protection act, Human Rights legislation.
- .Knowledge of the range of agencies/services working with socially excluded people.

**3. Experience Skills Requirement:**

- .Minimum of one years post Qualifying experience plus two years substantial experience working with young People/Adults with additional needs.
- .Experience and ability to investigate/assess a situation and formulate a young person's plan.
- .Experience of writing court reports and of court proceedings.

**4. Specific Skills Requirements:**

- .High level verbal and written communication skills.
- .Ability to manage a complex and varied caseload.
- .High levels of motivation and negotiation skills
- .Good IT skills
- .Ability to stay calm when faced with threatening or confrontational situations.
- .Ability to react immediately to service issues and assess and take appropriate actions.

**INTERPERSONAL/COMMUNICATION SKILLS:****Verbal**

Highly developed influencing, caring, advocacy, negotiating, training skills are required.

**2. Written**

Ability to write wide ranging complex reports to others for discussions on Key issues.

**CHALLENGES AND KEY FEATURES**

1. Working within rigorous legislative and departmental framework whilst being able to use professional skills, experience and knowledge to assess a situation and make factual decisions, recommendations which impact on the life of a young people.
2. Working with the most vulnerable young people/adults within society responding to their needs to integrate them into everyday society.
3. Ability to recognise and respond to the needs/protection of the client whilst recognising the clients views.
4. Responding to cases of significant harm.

**PHYSICAL EFFORT AND WORKING ENVIRONMENT:**

Physical Effort and/or Strain (tiredness, aches and pains over and above that normally incurred in a day to day office environment)

Not applicable Moderate

Low · High

2. Working Environment— (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment)

Not applicable Moderate

Low High I

EMOTIONAL DEMANDS:

3. Exposure to objectionable situations over and above that normally incurred in a day to day office environment)

Not applicable Significant

Intense I Very High · I

*This Job Description conveys a full and accurate description of the job:*

**Signature Designation Date**

1. CONFIRMED BY: \_\_\_\_\_ (LINE MANAGER) \_\_\_\_\_

2. CONFIRMED BY: \_\_\_\_\_ (CHIEF OFFICER) \_\_\_\_\_

3. RECEIVED AND AGREED\*BY: \_\_\_\_\_ (POSTHOLDER)

*· The employee must countersign the Job Description to show that he/she has received it, although they may not agree with its content, They may delete "AND AGREED" if this is the case.*

**Grade Established|Approved**

**DATE OF PANEL:** \_\_\_\_\_

**COMMITTEE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_