

Role Title	Practice Manager (Adult Social Care)
Job Family	Families & Homes
Location	Willow House, 869 Forest Road, Walthamstow 30 Coleridge Road, Walthamstow Thorpe Coombe Whipps Cross Hospital
Pay Scale	Indicative grade PO4 – PO5
Purpose	
<p>Reporting to a Team Manager, to manage and professionally supervise a number of qualified & support staff and to support other colleagues. To be responsible for ensuring the delivery of high quality and legally compliant social care practice to agreed standards for the staff within the remit of the post.</p> <p>To undertake the full legal range of social care assessments and develop person-led support plans that meet the needs and outcomes of individuals.</p> <p>To manage a complex caseload.</p> <p>To maximise the independence and wellbeing of adults and older people.</p> <p>To be a member of one of the following teams:</p> <ol style="list-style-type: none"> 1) Well-being & Prevention 2) Independent Living 3) Safeguarding 4) Complex Care 5) Hospital Team 6) Mental Health 7) Learning Disabilities 8) Adult Review Team 	
Generic Accountabilities	End Results/ Outcomes
Conduct statutory assessments of adults & older people to determine eligibility and intervention/referral to the appropriate service.	<p>Accurate identification of needs.</p> <p>Risk to the health, safety and wellbeing of service users & carers and the public is effectively reduced.</p>
Plan, deliver and oversee programmes or packages of care and/or support or other interventions for a complex caseload. Monitor and where appropriate review cases.	<p>Provision of agreed intervention is effectively delivered and co-ordinated.</p> <p>Support to adults and older people is provided to the required standards and timescales.</p> <p>Adults and older people's assessed needs continue to be monitored and reviewed.</p> <p>Timely appropriate action is taken and recorded on any</p>

	<p>risks identified.</p> <p>Implementation of statutory duties where required.</p> <p>Value for money is achieved.</p>
<p>Provide professional expert advice and guidance to colleagues and partner agencies in supporting adults and older people.</p>	<p>Professional advice and interpretation is provided on procedures, policy, legislation, systems and process.</p> <p>Cases are escalated as appropriate.</p> <p>Case information is shared as appropriate.</p> <p>Represent the views of the individual and their family.</p>
<p>Liaise internally and externally and work with colleagues from other agencies to ensure adults and older people's interests are supported.</p>	<p>Agreed clear, accurate and appropriate information is shared via the most appropriate channel.</p> <p>Timely actions are taken and are appropriate to the known circumstances.</p>
<p>Maintain properly documented case files, records and information. Prepare standard reports as required.</p>	<p>Clear record of actions, circumstances and decisions are provided in a timely manner.</p> <p>Information is managed in compliance with LBWF requirements, legislation and best practice.</p>
<p>Mentor and support others in their development.</p>	<p>Assess the professional practice of others to ensure required standards are achieved, offering guidance as appropriate.</p> <p>Identify any changes that may impact upon the service / profession.</p> <p>Contribute to the qualification and development of others (e.g. through sharing knowledge, skills and experience, acting as a coach or mentor, practice educator or providing feedback).</p> <p>Develop the practice of others through regular reflective supervision for those where there is a direct report and to others in the team/service when required.</p> <p>Promote the professional capability framework.</p>
<p>Carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility and provide professional support in</p>	<p>Vulnerable adults are made safe as a priority.</p> <p>Safeguarding procedures are adhered to in line with legislative and local requirements.</p>

ensuring the best outcomes for residents with assessed care and support needs	<p>Safeguarding Adult Manager responsibility to effectively managed</p> <p>Timescales for managing safeguarding practice are adhered to.</p>
Proactively develop professional knowledge, skills and behaviours.	<p>Identifying and pursue own professional practice and development needs and keeping up to date with associated practice within the field.</p> <p>Maintain an evidence log for achievement against objectives, behaviours and learning activities.</p> <p>Participate in regular practice reflection and supervision.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Contribute to the Strategic Development of the Service. /Undertake service planning and service review activities.	<p>Review processes, incorporating the views of service users and their carers wherever possible.</p> <p>Promote and ensure the high quality delivery of practice standards.</p> <p>Ensure timely implementation and compliance of staff in use of tools and systems.</p> <p>Communicate current practice issues to members of reflective practice supervision groups or line managers as appropriate.</p>
Job Specific Accountabilities	End Results/Outcomes
All opportunities to prevent, reduce and delay access to social care services are taken	Provision of timely advice, information and signposting to relevant community resources.
Maximising residents ability to maintain their independence	<p>To fully utilise an individual's assets and community resources before considering the use of Council resources</p> <p>Continuity of social care/ reablement services for service users in the community and in hospital</p> <p>Provision of equipment and assistive technology to support service users to maintain their independence</p>

<p>To be responsible for ensuring the delivery of high quality and legally compliant social care practice to agreed standards for the staff within the remit of the post.</p>	<p>Assessments and support plans are legally compliant in relation to the Care Act, Mental Capacity Act and all other relevant legislation.</p> <p>Social care practice is delivered to agreed standards</p>
<p>Act as care coordinator under the Care Programme Approach (CPA) and care management process of assessment, commissioning and monitoring</p>	<p>Assess jointly as part of a multi-disciplinary team with health colleagues (where appropriate);</p> <p>Provide service to people with mental health and/or addictions in line with CPA guidelines</p>
<p>To ensure the implementation of Making Safeguarding Personal.</p>	<p>Vulnerable adults are appropriately safeguarded</p> <p>Practice complies with local and national safeguarding statutes and guidance</p>
<p>To ensure that the assessment and support planning process is robust and meets agreed guidance and standards</p> <p>Qualitative performance management .</p>	<p>The full range of social care assessments are undertaken as necessary in conjunction with the person.</p> <p>Personalised outcome-focussed reablement and ongoing services including the design and review of creative and innovative support plans.</p> <p>Negotiating funding for services with an emphasis on promoting independence.</p> <p>Inform and collaborate with Principal Social Worker, Professional Leads for OT and Safeguarding in the identification of training needs</p>

Nature of Contacts

Work directly with adults and older people, the work has significant implications for the well-being of individuals and might involve situations where service users' personal liberty and or safety is at risk. Professional colleagues, other providers and external agencies to gather and exchange information and co-ordinate actions. Represent the Council at multi-agency meetings.

Liaise with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support adults and older people and promote good practice.

Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with adults and older people and colleagues. May need to manage challenging behaviour and difficult situations.

Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies.

Direct line management responsibilities.
Act as a first line manager and team member.

Procedural Context

Manage a complex and varied caseload, including a safeguarding lead role and investigating complaints, within a framework of policies and procedures. Flexibility to deal with the immediate situation and with access to professional supervision or line management for guidance. Subject to managerial control and review of results.

The practice manager role is an expert in managing uncertainty, developing mutually trust and respectful relationships with people, making fine judgements about risk and daring to work creatively and innovatively. Using their skills in communication and empowerment to enable people to take considered risks, the practice manager will deliver a service that protects and safeguards vulnerable adults, their families and carers, supporting them to assess their own needs and capacity, promote their independence, and manage risk and uncertainty.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Contribute to the development and delivery of improvements in processes and procedures.

Represent the service at departmental / other agency working parties.

Key Facts and Figures

May have a large number of complex cases running concurrently.
Appropriate DBS Clearance.

Resourcing

Budget Responsibilities: No direct responsibility, however to be accountable for ensuring value for money in the provision of care packages and other Council expenditure.

Supervisory Responsibilities: Up to 4 Social Workers, Therapists, Reablement Officers or Social Care Assistants

Competency Level: Principal Officer/Manager

Knowledge, Skills and Experience

- Significant post-qualifying social work experience in a Children & Families setting
- Experience of undertaking highly complex casework within a statutory children's setting
- Experience of service delivery which is culturally sensitive and responsive to the needs of a multi-cultural community
- Experience of prioritisation, care planning and service delivery
- Demonstrable knowledge and experience in assessing complex risk
- Experience of having to interpret, understand and make judgements on the complex interactions between the risk and protective factors in any given situation when arriving at a decision about whether the child or young person is suffering or is likely to suffer significant harm.
- Have high-level knowledge and skills in gathering information from a range of sources, including direct observation of children and young people and their interactions with mothers, fathers and carers.
- Make timely judgments and decisions that are based on evidence and thorough analysis of all the information gathered.
- Demonstrate an ability to draw up specific practical plans with clear timescales that are based on high quality assessments, which set out the planned outcomes for the child or young person.
- Systematically monitor and review decisions and plans, revising them where appropriate in the light of new information and evaluation of whether the interventions are achieving the planned outcomes.
- Know about the different methods of intervention and, on the basis of a critical review of the research evidence, understand their effectiveness.
- Demonstrate or show evidence of having undertaken and managed to completion no of complex cases and able to demonstrate a high level of conceptualisation of critical analysis.
- Excellent interpersonal and communication skills (verbal and written).
- ICT skills including use of Microsoft applications.

Indicative Qualifications

Educated to degree standard or equivalent

Relevant professional qualification (e.g. CSQW, Dip SW, equivalent degree level or equivalent qualification in Social Work or Occupational Therapy)

Health and Care Professions Council registration

Evidence of Continued Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

