

Role Title	Social Work Practice Manager - Prevention and Early Intervention Adult Front Door
Job Family	Adults – Adult Early Help
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO4 – PO5 (to be evaluated)
Purpose	
<p>The Social Work Practice Manager role will oversee the Adult Front Door and triage cases, ensuring that the team assigned to working in the AFD are enabled to have relational and strength-based conversations, give appropriate information, guidance and signposting advice and make threshold and hand off decisions, whilst assessing need and risk, in order to manage the demand coming into ASC, appropriately</p> <p>To develop and operationally manage the service. To ensure quality and value for money at all times. To ensure the service complies with relevant legislation, regulations and policies.</p> <p><u>To work in close partnership with the following teams:</u></p> <ol style="list-style-type: none"> 1) <u>Adult Early help</u> 2) <u>MASH Team (Adults & Children's)</u> 3) <u>Occupational Therapy</u> 4) <u>Community Support</u> 5) <u>Mental Health</u> 6) <u>VCS partners</u> 7) <u>Housing</u> 8) <u>IAG partners eg Citizens Advice/ Age UK</u> 	
Generic Accountabilities	End Result/Outcomes
<p><u>Plan and organise work to ensure the delivery of those aspects of the service for which responsible. Support the development and implementation of the Service Plan as led by Senior Managers and contribute to strategic policy and procedural developments</u></p>	<p><u>Work is completed on time and to the quality and standards required.</u></p> <p><u>Changes to priorities are accommodated.</u></p> <p><u>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</u></p> <p><u>Professional and legal compliance is assured. Provision of agreed intervention is effectively delivered / co-ordinated / monitored to support Adults and Carers to achieve their identified outcomes. Complex and high-risk cases are managed in line with quality, national and legislative standards. Implementation of statutory duties. Carry out and contribute to risk assessments for the health, safety and wellbeing of Adults and carers and those working with them.</u></p>

<p><u>Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary. Assure professional standard of case management and the effective management of risk within area of responsibility.</u></p>	<p><u>Activities are undertaken according relevant guidelines / regulations / procedures.</u></p> <p><u>Customer / stakeholder views are available to inform recommendations.</u></p> <p><u>Data and measurements are accurately recorded. Work within the policies, procedures, and controls to enable compliance with all relevant legislation, codes, regulations, guidelines, standards and best practice. Promote and maintain social work professional code of practice. Enable integrated working with multi-disciplinary teams.</u></p>
<p><u>Collate process and analyse complex information. Ensure all required records and information are maintained correctly. Contribute to the development and implementation of policy, systems, processes, performance criteria, standards, and procedures within area of responsibility.</u></p>	<p><u>Information / applications are processed according to procedure.</u></p> <p><u>Information is managed efficiently. Work within the policies, procedures, and accurately.</u></p> <p><u>Data is recorded and stored in controls to enable compliance with national all relevant legislation, codes, regulations, guidelines, standards and can be shared, as appropriate, best practice. Promote and maintain social work professional code of practice. Enable integrated working with other agencies. multi-disciplinary teams.</u></p>
<p><u>Prepare and present results / responses / reports / recommendations.</u></p>	<p><u>Accurate, complete and relevant information / reports are provided for internal and/or external use.</u></p> <p><u>Issues are clearly summarised, progress and implications are reported.</u></p> <p><u>The council's position is clearly stated.</u></p>
<p><u>Provide authoritative professional advice, and guidance and support to colleagues, customers and stakeholders. Respond to partner agencies in supporting Adults and investigate enquiries / escalated complaints. Carers. Professional advice and interpretation are provided on procedures, policy, legislation, systems, methods etc.</u></p>	<p><u>Information, advice and support are accurate, timely and constructive.</u></p> <p><u>Problems are identified.</u></p> <p><u>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</u></p> <p><u>Risk to the Council / customers is minimised.</u></p> <p><u>Professional advice and interpretation are provided on procedures, policy, legislation, systems, methods etc. Cases are escalated as appropriate and case information is shared as appropriate. Represent the views of the Adult when appropriate. Major issues are managed through to an appropriate conclusion. Contribute to the delivery of training to VCS groups and partners on safeguarding and pathways to</u></p>

Formatted Table

Formatted: Space Before: 2 pt, After: 2 pt

Formatted: Space Before: 2 pt, After: 2 pt

	support including non statutory responses.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area / Liaise internally and externally and work with colleagues from other agencies to ensure adults and carers interests are supported. Provide professional challenge and advice to colleagues, managers, and partner organisations.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p> <p>Professional advice, interpretation, information, support and challenge are provided to colleagues and external parties on operational and legislative issues as appropriate. 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>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems. Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	<p>Improvement opportunities and plans to achieve the are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others. Safeguarding standards are monitored and maintained in compliance with Council policy. Bring any concerns to the attention of the relevant Senior Manager Adult Early Help/ MASH manager</p>
Lead projects or improvement programmes, or contribute to the development and delivery of larger projects continuous improvements in all aspects of the service.	<p>Practical, effective solutions/Improvements identified through action plans and service plans are developed and delivered in accordance with legislative effectively. Stakeholder requirements and good are met in line with agreed improvement plans.</p> <p>Improve standards of practice guidelines within adult social care, focusing on early intervention, and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p>

Formatted: Space Before: 0 pt, After: 0 pt

Formatted: Space Before: 0 pt, After: 0 pt

Formatted Table

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

Formatted: Font color: Black

	<p>All project documentation and reports are completed correctly-prevention including contributing to internal training opportunities.</p>
<p>Support others in their development, including external organisations / customers where appropriate. Manage, motivate and support the development of staff to create and maintain a highly competent and participative workforce.</p>	<p>Contribute to an effective workforce development strategy which includes the induction of new staff.</p> <p>Identify any changes that may impact upon the service / profession. Promote the professional capability framework.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback). Support and enable the team to be effective motivated and outcomes focussed. 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>Deputise in the absence of the Community Support Team Manager and support/manage designated areas of responsibility.</p> <p>Support and contribute to recruitment, induction, development, and employee relations referring to HR processes as appropriate to the required standards and timescales. Contribute and support team meetings to take place.</p>
<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role. Prepare and present delegated reports (both standard and non-standard) covering area of responsibility.</p>	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted. Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.</p>
<p>Support partnership agreements the successful implementation of health and partnership working within area of responsibility safety legislation, policies and practices.</p>	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs. Assist and support in assessing and managing risks to staff. Steps are taken to ensure there is a safe working environment</p>
<p>Contribute to service / business plans for area of responsibility and to wider</p>	<p>Service / business plans reflect input.</p>

service planning and development activities.	
Contribute to budget planning as required.	
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
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. ←
Job Specific Accountabilities:	
Overseeing Day-to-Day Adult Front Door	<ul style="list-style-type: none"> • Manage daily functioning of the front-door service, ensuring incoming and outgoing contacts are handled efficiently. • Monitor the quality and outcomes of telephone contacts <u>ensuring strength based practice using MECC.</u>
Providing Professional Advice & Decision-Making Support	<ul style="list-style-type: none"> • Guide the AFD staff on requests for assessments, ordinary residence issues, safeguarding enquiries, and crisis response. • Develop and maintain strong relationships with ASC teams to ensure timely referrals. • Analyze information, assess and manage risk in line with the Care Act 2014 and other legislation.
Supervising and Supporting Staff	<ul style="list-style-type: none"> • Provide practice supervision and training to BSO'S • Use strength-based conversations at point of Triage. Listen and connect - explore existing strengths, networks and community support. • Support staff development, model strengths-based practice, and ensure high-quality decision-making.
Managing Referrals, Triage & Early Intervention	<ul style="list-style-type: none"> • Oversee Triage to determine whether individuals need further assessment or signposting/ referrals to community support. • Ensure appropriate advice, information, and preventative support is offered.
Promoting Independence & a	<ul style="list-style-type: none"> • Champion independence, wellbeing, and

Formatted Table

Strengths-Based Approach	<p>sustainable support options.</p> <ul style="list-style-type: none"> • Challenge barriers preventing independent living.
Collaborative Working & Service Development	<ul style="list-style-type: none"> • Support the Team Manager with performance data, quality assurance, and service development. • Identify gaps in provision for residents and work with wider adult services/ Commissioning to address these.
Ensuring Effective Information & Advice Provision	<ul style="list-style-type: none"> • Ensure the front door provides accurate, accessible information that supports early intervention and community-based support. • Ensure that residents receive the Right support at the right time when accessing Adult Front Door
Building Partnerships	<ul style="list-style-type: none"> • Build and maintain strong relationships with voluntary, community, faith and social enterprise organisations. • Work collaboratively with external partners to create a coordinated offer of support that enhances early intervention. • Strengthen cross-agency communication to ensure smoother pathways for individuals accessing support.

Nature of Contacts

Senior Leaders, Adult Social care teams including Adult MASH, Adult Early Help link worker, FGC and Community Support, Health, CVS organisations and community partners.

May involve conversations with residents that are presenting in distress and or have complex needs.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.

Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

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

The role will require being onsite with the Team for most of the Working Week, currently based at Willow House but could move to Sunflower House.

Key Facts and Figures

This role forms part of the transformation of the Adult Front Door to manage demand management, working on the success of the Community Support Drop-ins in the Community we will bring some of the roles currently in that space such as the Community Support Co-ordinators, Information and Engagement Officers and Income Maximisation Officers to form one team along with the existing Adult Front Door BSO's

The Post Holder will be Matrix managed with day-to-day management with the Adult Early Help Community Support Team Manager; however monthly clinical supervision will be overseen by the MASH manager. The postholder will be working in the same office with other social workers from the MASH team where risk and threshold discussions will happen with other qualified social workers within that space.

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: Matrix management and day to day management of the AFD team

Knowledge, Skills and Experience

• Knowledge, Skills and ability to maintain of Social Work Professional Standards Experience

Formatted: No bullets or numbering

Formatted Table

Knowledge, Skills and practical Experience (PO5)

Formatted: English (United States)

• Substantial and diverse experience working with adults with care and support needs and their families and carers across a range of presenting needs (including mental

Formatted: English (United States)

health, learning disability, physical disability, older adults, substance misuse and homelessness).

- In-depth understanding of and application of adult development, trauma, loss, grief, change, resilience, safeguarding and strengths-based practice.
- Keeps abreast of changing national and local policy, case law, research evidence and best practice in Adult Social Care, and applies this critically to service delivery and system design.
- Demonstrates a clear, advanced understanding of human rights, choice, control and proportionality, including complex application of the Mental Capacity Act and best-interest decision-making.
- High-level working knowledge of relevant legislation and statutory guidance including the Care Act 2014, Mental Capacity Act, safeguarding adults duties, Mental Health Act interface and related policies and procedures.
- Demonstrates professional leadership and management capability, providing authoritative oversight of practice standards and supporting the development of confident, legally literate adult social care and health legislation, practice guidance and policies, including that relating to safeguarding adults work practice.
- Understanding of the strengths-based approach.
- Experience of conducting effective assessments including of risk.
- Experience of working collaboratively with residents, their families and other professionals.
- Experience of making effective decisions that make best use of available resources to meet eligible needs and achieve outcomes. Extensive experience of providing professional consultation, mentoring, constructive challenge and guidance to qualified social workers and other practitioners, including in complex and high-risk situations.

Formatted: English (United States)

Formatted: English (United States)

Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm

Formatted: English (United States)

- Knowledge and experience of issues relating to people in need, including relevant legislation, guidance & procedures
- Experience of influencing service thresholds, demand management, quality assurance and risk management at a service or system-wide level.

Formatted: English (United States)

Formatted: No bullets or numbering

Formatted: English (United States)

Formatted: English (United States)

Formatted: No bullets or numbering

Knowledge service delivery which is - Skills and Experience (PO4)

- Significant post-qualifying social work experience within a statutory Adult Social Care setting.
- Experience of delivering services that are culturally sensitive-competent, strengths-based and responsive to the needs of a multi-cultural community diverse adult communities.
- Experience of assessment, care planning, review and prioritisation in line with Care Act duties and local policy.
- Demonstrable knowledge and experience in assessing and managing complex risk, including self-neglect, exploitation, abuse and mental health-related risk.
- Ability to work as a team member interpret and make judgments on the interaction between risk, autonomy, protection and legal duties when determining proportionate intervention.
- High-level skills in gathering and analysing information from a range of sources including adults, carers, families and partner agencies.
- Ability to work under regular supervision from a line manager make timely, defensible professional decisions based on evidence, analysis and sound judgement.
- Ability to work effectively under pressure
- Ability to develop clear, outcome-focused care and support plans with agreed

Formatted: English (United States)

Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm

Formatted: English (United States)

Formatted: English (United States)

Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm

Formatted: English (United States)

Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm

<ul style="list-style-type: none"> timescales. Ability to prioritise work and risks, contribute to service improvement through reflective practice, feedback and problem-solving. Ability to ensure Performance Indicators relating to service areas are met, negotiate effectively with adults, carers and professionals. Ability to participate in change effectively Ability to communicate clearly verbally, set priorities for self, and in writing, contribute to prioritisation for others. Knowledge and to follow through required actions Commitment to the participation of vulnerable people and their families both at an individual and service level Detailed working knowledge of the Care Act 2014 and other relevant legislation, procedures and guidance relating to children and families Ability to demonstrate understanding of the financial implications for a Local Authority when commissioning care and support to meet needs and an awareness of how to consider other funding streams / means of meeting needs, core leadership and management principles within Adult Social Care. Awareness of current issues in care, Ability to monitor, review and adapt plans in response to changing needs, risks and outcomes. Knowledge of a range of interventions in Adult Social Care and ability to apply research evidence to support policy and practice. Evidence of managing complex cases to completion, demonstrating analysis, critical reflection and learning. Excellent verbal and written communication skills. ICT competence, including case recording systems and Microsoft applications. 	<p>Formatted: English (United States)</p> <p>Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm</p> <p>Formatted: English (United States)</p> <p>Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm</p> <p>Formatted: English (United States)</p> <p>Formatted: English (United States)</p> <p>Formatted: English (United States)</p> <p>Formatted: English (United States)</p> <p>Formatted: English (United States)</p> <p>Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm</p> <p>Formatted: English (United States)</p> <p>Formatted: English (United States)</p> <p>Formatted: Outline numbered + Level: 1 + Numbering Style: Bullet + Aligned at: 0.63 cm + Tab after: 1.27 cm + Indent at: 1.27 cm</p> <p>Formatted: English (United States)</p> <p>Formatted: English (United States)</p>
<p>Indicative Qualifications</p> <p>Qualified Social Worker Status</p> <p>Evidence of Continuous Professional Development</p>	

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