

**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**  
Standard Template

<b>JOB TITLE:</b>	Personal Advisor		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Corporate Parenting
<b>JOB CODE:</b>	CHI276PERSG7 <small>JE Checked 01/12/2020</small>		
<b>REPORTS TO:</b>	Assistant Team Manager	<b>LOCATION:</b>	Based at various locations across the borough (full driving licence required)
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Reasonable out-of-hours working to meet the needs of the service through supporting young people in emergency situations and offering planned activities for care leavers as and when required.</li> <li>• To work from a variety of locations across the Borough of Walsall.</li> <li>• Ability and willingness to travel from location to location both within the Walsall Borough and wider across the country depending on requirements</li> <li>• This position requires that the post holder undertake an Enhanced DBS Disclosure prior to employment and every three years thereafter</li> <li>• This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</li> </ul>		

**1. Main purpose of the job role:**

As a Personal Advisor (PA) you act as a focal point to ensure a care leaver is provided with the correct level of support, to ensure the transition into adulthood and independence is a smooth transition and each young person is as equipped as possible, taking into account, understanding, acknowledging and working through together the often multiple issues and at times complex needs of a care leaver.

Ensure that the relevant legislation, guidance and regulations within the Children’s Act 1989 is adhered to.

Supporting and believing in our care leavers is a pivotal function of this role, the post holder must be passionate about helping young people when and where they need it and flexible in the approach at all times.

**2. Role specific duties and accountabilities:**

- To fulfil the requirements of the Children’s Act 1989 with relevant guidance and regulations: Planning Transition to adulthood for care leavers under Children (Leaving Care) Act 2000. Volume 3: revised in January 2015; Children’s and Families Act 2014. Children and Social Work Act 2017. And any other legislation in respect of children leaving care.

- To act as Personal Advisor, providing a wide range of to provide support, advice and assistance to enable young people to maximise education, training,work and accommodation opportunities for young people between ages 16 and 25 years who are

relevant, former relevant and qualifying young care leavers and Unaccompanied Asylum Seeking young people.

- To fully and actively engage young people in statutory assessments and preparation of pathway plans, including updating the needs assessment of the pathway plan where appropriate.
- To be fully engaged in the production and lead the review of the Pathway Plan with the care leaver up until the age of 21 years and or 25 years where the young person feels there would be a benefit as in line with national and local developments and legislation e.g. the Cross Government Care Leavers' Strategy Keep on Caring Strategy
- To ensure each young person is prepared as much as possible for transition into adulthood by helping improve their life skills through implementing life and social skills programmes on an individual and group basis.
- To empower young care leavers – not solving their problems but supporting and guiding them in how to do so.
- To have an in-depth knowledge of and/or ability to obtain knowledge around education, training, employment, financial entitlements, and housing.
- To work with and build support around education and training organisations and employers in meeting the needs of young people.
- To provide individual personal support and advocacy for the provision of education, training and employment opportunities based on an assessment of the young person's learning and development needs, to be able to fully advise and support young people to reach their potential and secure education, training, work opportunities.
- To provide young people with practical advice around staying safe, including safe care/sexual health advice and appropriate relationships.
- To provide, be an advocate and negotiate with young people and housing providers to offer a wide range of accommodation options based on need of young person and availability, to 'match' the young person to appropriate accommodation where you will be support them to sustain their tenancy and prepare for independent living.
- To support young people, some extremely vulnerable and complex to develop and improve new and existing skills, knowledge and confidence in preparation for independent living and transition into adulthood, this is a pivotal part of the role of being a Personal Advisor.
- To liaise with and work with outreach services including Youth Justice, Probation, Drug, and Alcohol Teams, & Mental Health Services to provide advice and assistance to vulnerable complex young care leavers.
- To link into Youth offending and Adult Prisons, visiting young people in custody and working with the relevant HM Prison service to move care leavers on appropriately and ensuring support is provided as required.
- To work with a network of voluntary, statutory and community services and commercial bodies to ensure a coherent approach is secured to offer the best opportunities to care leavers available.
- To fully understand provide information about financial capability-how to manage day to day finances, promote financial independence, ensuring customers are maximising benefits

to which they are entitled, assisting and providing advice related to income and expenditure 'financial management'.

- To be responsible for young people's personal budgets via a Councils Purchase Card adhering to financial regulations and aid supervised spend, advising young people appropriately around budgeting and value for money.
- To hold and be accountable to an allocated caseload and be responsible for the provision of direct services to these care leavers.
- To co-ordinate the provision of services and take reasonable steps to ensure the young person makes use of such services.
- To remain informed about the young person's progress and wellbeing and respond appropriately to young people in times of crisis.
- To manage information effectively to facilitate the process of meeting the needs of young people.
- To keep detailed full, accurate and up to date records of contacts with the young person and services provided.
- Safeguarding is everyone's responsibility as an employee of Walsall Council you are required to take responsibility and act in such a way that at all times safeguarding the health and wellbeing of children and vulnerable adults.
- To maintain awareness of current legislative requirements as relating to care leavers and to participate in relevant training.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health & Safety Policies & Procedures .
- To undertake any other duties commensurate with the general level of responsibility of this post.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE Personal Advisor	GRADE G7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
The ability to really listen to young care leavers, to help them with their needs without pre conceived judgements on how/why/where.	A/I	3
Ability to develop good internal and external communications to ensure delivery of high quality services.	A/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	I	3
Ability to use own initiative, be innovative and drive through change in a flexible manner.	A/I	3
The ability to think analytically and to plan, implement and review work with young people to achieve outcomes and targets.	A/I	2
Ability to undertake reviews of Pathway Plans and put agreed actions into practice, having skills in assessing young people's needs and in designing, with them, relevant interventions.	A/I	3
Ability to work flexibly; some late evenings to provide a responsive and quality service.	A/I	2
Ability to support and communicate effectively in writing and verbally with a diverse group of young people.	A/I	3
Ability to empathise with challenging young people and work with them to find practical solutions to their problems. To be able to adapt to crisis situations in a professional manner, ensuring barriers and risks are reduced and assistance sought.	A/I	3

To be able to assess care leavers readiness to live independently, undertake budget management and life skills / independence preparation work.	A/I	2
Ability to work to organise; prioritise own workloads, meet deadlines as well as ability to reflect on and improve own practice	A/I	2
Excellent oral, IT and written communication skills.	A/I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Evidence knowledge commitment and ability to achieve Walsall Councils general competence and behaviour requirements.	A/I	2
Experience of working closely with other professionals, including health services, housing services, welfare benefit services, housing providers and other professionals to support a young person.	A/I	2
Demonstrate an understanding and ability to work within the frameworks of child care legislation and procedures, Children Act 1989, Children (Leaving Care) Act 2000; Education Children and Social Work Act 2017; Housing and Benefits, rights and entitlements for care leavers and related guidance /research.	A/I	3
Demonstrate an understanding of the needs of care leavers, children in care, their families or carers in supporting their transition to adulthood.	A/I	3
Demonstrate specific skills to meet the needs of particular groups of young people, i.e. those with disabilities or with complex mental health or high risk	A/I	3
Demonstrate good organisational skills, ability to write up to date, analytical and concise reports/ records; and to demonstrate the importance of this.	A/I	3
Demonstrate the ability to negotiate and act as an advocate on behalf of young people to support them in their interaction with learning, employment and support agencies	A/I	3
Knowledge of relevant Safeguarding policies & procedures and evidence of Safeguarding Practice	A/I	2
Experience of working with young people and young parents	A/I	3
Experience in assessing risks and demonstrating an understanding and commitment to the needs of care leavers, children, their families or carers and normal child/adolescent development	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Possess a relevant professional qualification in health, education, housing or social care – NVQ level 3 or equivalent	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Demonstrate knowledge, commitment and experience relating to Walsall Council's Customer Care Values.	A/I	2
Evidence of continuous professional development (where applicable)	A	
<b>Prepared by:</b>	Jivan Sembi	<b>Date:</b> January 2019