

Job Title:	Advanced Practitioner – Adults
Department:	Adult Social Care (Kensington and Chelsea)
Grade:	
Responsible to:	Team Manager, Adult Social Care

1. Purpose of the role

This role provides professional support and direction to social care staff in the Integrated Health and Social Care Team, playing a vital role in promoting quality, best practice and person centred-care in the service provision for Adults with physical disabilities and Older People in the locality.

You will be expected to:

- Provide professional support, leadership and line management/supervise to staff that form part of an integrated multi-disciplinary team that includes qualified and unqualified social worker, occupational therapists, rehabilitation workers and related support services.
- Provide leadership on risk and safeguarding and professional social work matters and to promote personalised care pathways ensuring choice and control for all eligible individuals.
- Work with others to influence and shape the local environment, to promote social inclusion and accessibility and ensure that identified needs are understood individually, by locality and fed into strategic commissioning.
- Monitor budgets and performance to ensure that Business Plan targets are met.
- Promote the benefits of, and shape, integrated working with health colleagues.
- Assist Team Managers in the day-to-day operational management of the assessment and care management service for older and physically disabled people who are the responsibility of the Royal Borough of Kensington and Chelsea.
- Alert the line manager to any increase in risks to individual service users on a regular basis, or immediately as required, and will seek advice on appropriate action.
- Take accountability for the quality of your work and take responsibility for maintaining and developing your professional knowledge and skills and contributing to the learning and development of others in accordance with their relevant professional body's Code of Practice.

- Maintain your professional registration and Continuing Professional Development requirements with their relevant professional body.

2. Main Duties and Responsibilities

Service Delivery

The Advanced Practitioner works within a multidisciplinary team and is responsible for ensuring that practice standards remain high and that services are delivered appropriately to adults, including those with complex needs and those where statutory interventions are required.

You will be responsible for:

- Ensuring that staff provide the highest possible standard of service within available resources to promote the independence, dignity, choice, self-esteem and wellbeing of eligible Customers.
- Managing a high quality front line duty service, ensuring appropriate access to the public, any referring agents and other professionals and ensuring that emergency situations are dealt with in a timely manner.
- Ensuring that service users and carers needs are identified and appropriate support arrangements are made to a consistently high professional standard, within available resources.
- Ensuring that all support plans meet assessed support needs and make best use of available resources to achieve agreed outcomes.
- Monitoring implementation of packages of care and support and adjust them as appropriate and to ensure that individual care packages, including funding arrangements for any services, are thoroughly reviewed in accordance with statutory requirements and Council policy to ensure highest quality of service and best value.
- Authorising care packages up to agreed limits and screening for suitability of residential/nursing home placements where necessary.
- Working jointly with health and other key agencies; ensuring implementation of CPA, risk assessments, person centred planning, health action plans and compliance with clinical governance, as required.
- Ensuring that all individuals' support needs are met through the use of personal budgets and the promotion of Self Directed Support.
- Promoting excellence in customer care amongst all staff.
- Operating the Council's customer database and ensuring that information stored on it is recorded accurately and in a timely manner. You will also be

expected to operate other council data bases and electronic systems to a competent level to ensure smooth running of the service.

Leadership

You will be expected to:

- Hold a small, complex caseload as well as to maintain a high standard of professional practice and competence in keeping with partner agencies standards, policies and guidance and the relevant national code of conduct (e.g. HCPC) and to contribute to the development of services and good practice in care management as well as policies and procedures within the Department accordingly.
- Ensure an equitable case load within the group.
- Provide a firm clear leadership approach to staff responsible for providing assessment and care management services, and ensuring decisions made determining a service user's eligibility are assessed based on needs and risks. This includes managing the duty and review systems.
- Provide professional leadership and support to a group of qualified and unqualified staff within the Access Team.
- Supervise, manage performance, develop and appraise members of the service as outlined in Departmental guidelines.
- Contribute to performance monitoring of the staff group, the service and the Department regularly to ensure that performance indicators are being met.
- Work closely with the Performance Management Group.

Operational Management

The post holder reports directly to and will be supervised by the Team Manager.

You will be expected to:

- Deputise for the Team Manager in their absence as and when required and carry out any other duties at an equivalent level as directed by the Team Manager.
- Take an active role in the Adults Services Department by taking part in management meetings, training and other developmental duties as required, chairing regular meetings of the team on a rotational basis and other meetings as needed.
- Take the role of Safeguarding Adult Manager and ensure that Safeguarding Procedures are implemented at all times, are underpinned by the principles of

Mental Capacity Act and reflects best practice in applying Deprivation of Liberty Safeguards.

- Ensure that your practise, and that of staff members, is underpinned by the principles of the Care Act.
- Actively contribute to ensure positive outcomes of Governmental Reviews and Inspections.
- Implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council's vision and values.
- Embrace and take forward the Council's commitment to Valuing Diversity through the recruitment and training of staff, and the commissioning and monitoring of service provision.

Quality

The post holder is accountable for the quality of their work and should take responsibility for maintaining and developing their professional knowledge and skills and contributing to the learning and development of others in accordance with their relevant professional body's Code of Practice.

You will be responsible for:

- The delivery of a high quality assessment and care management service to older and disabled people and their carers; to assess the quality and parity of decisions and to ensure consistent quality and targeting of the service to service users.
- Ensuring that all the work undertaken by the staff is recorded accurately, electronically and in a timely and appropriate manner.
- Ensuring relevant learning from complaints and other incidents is shared with operational teams and that changes to policy and practice are implemented as required.

Financial Management

The post holder will contribute to the management of the Department's budgets by taking action to ensure that the team's expenditure is within budget parameters in accordance with the Council's financial procedure, notifying the line manager of situations where costs may escalate.

You will be expected to:

- Establish, challenge and review care packages, support plans, minor works and equipment. This includes exploring all income sources in relation to care packages and sourcing cost effective resources.

- Actively manage and monitor the budget by accurate tracking, forecasting on the year's expenditure and supporting the Team Manager to take corrective action to manage overspends to ensure the Department is operating within best value principles.
- Take accountability for an agreed budget and identify and implement innovative means of providing services within the framework of the scheme. Assist the Head of Service and Team Manager in managing the team's budgets taking delegated responsibility as required.
- Support commissioners in monitoring current contracts, ensuring the most cost effective use of the Council's resources.
- Notify the Charging Team immediately of any alterations to services or changes in the individual's circumstances.
- Inform the Team Manager of specific needs which cannot be met through resources or operational difficulties.

Context

The Adult Social Care department exists to promote the independence, inclusion and wellbeing of all adults with social care needs. It aims to do this by enabling people to: have control over their lives; live safe, healthy and fulfilling lives; and, access the support they need to be as independent as they choose.

The service works closely with other agencies, particularly Health, independent care providers and the voluntary sector. The post holder plays a key role in supervising staff and managing a budget for personal budgets/purchased care and meeting key performance targets.

The Team's role will be to promote the independence of adults and older people in need of community care services and their carers by assessing their needs, promoting enablement and reablement, providing equipment and support and arranging personal budgets or person-centred care services for those with long-term needs. Customers will include adults with physical disabilities, sensory impairment, dementia and related problems and other residents with multiple needs at risk of harm or neglect, and carers, in accordance with the statutory responsibilities of the Local Authority.

The post holder will manage staff working with some of the most vulnerable service users in the Borough and will be expected to work in partnership with a wide range of professionals from other agencies and organisations to ensure a seamless, quality service. The service is moving towards greater integration with Health, with closer working with NHS colleagues and GP practices. The focus will be on promoting independence, enablement and reablement and reducing the need for intensive expensive services including hospital admissions and long stays in institutional settings.

The job will involve working to policy and procedures of the Council, involvement in high-risk decision making and the exercise of a high level of judgement and personal

responsibility for the safety of service users. It also involves working to very demanding time scales in assessment and care planning for adults and older people. The post holder will be aware of and act within the legal framework for Adult Social Care Practice and will ensure that case recording and monitoring are maintained at a high level.

Selection Criteria/Person Specification

Job Title:	Advanced Practitioner – Adults
-------------------	--------------------------------

Conditions to Note

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the key behaviours and values: productive, ambitious, collaborative and enterprising.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values and Behaviours:

The Royal Borough of Kensington and Chelsea have identified key behaviours and values which we share with our Tri-Borough partners and should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. On the person specification below, the bullet points alongside each value give examples of good practice associated with that behaviour.

A	Equal Opportunities <ul style="list-style-type: none">✓ Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications: Essential: <ul style="list-style-type: none">✓ Holds a diploma in Occupational Therapy or a Social Work qualification, a Community Psychiatric Nursing or General Nursing qualification of RMN. (People with a General Nursing or Occupational Therapy qualification must have community experience.)
C	Knowledge and Experience: <ul style="list-style-type: none">✓ At least 3 years post qualifying experience in a Local Authority setting.✓ Experience of staff or student supervision.✓ Experience of implementing Safeguarding Adults procedures and risk assessments.

D	Skills: <ul style="list-style-type: none"> ✓ Knowledge of relevant legislation, a fundamental understanding of, and commitment to, the principles of Personalisation and Self Directed Support. ✓ Excellent assessment skills and an ability to make effective decisions under pressure. ✓ An understanding of, and an ability to work within, a multi-disciplinary team. ✓ Ability to chair meetings effectively. ✓ Ability to understand, interpret and effectively manage group dynamics and assist in staff development. ✓ Ability to promote partnership working with staff and other key agencies, developing joint working strategies and shared assessments. ✓ Ability to organise own workload and to prioritise conflicting demands. ✓ Ability to recognise and value different aspirations and diversity within teams and partner organisations. ✓ Able to meet the requirements of the Royal Borough of Kensington and Chelsea's Equal Opportunities and Diversity Policies and the requirements of the Equality Act. ✓ Sound interpersonal skills, and an ability to participate in the management team. ✓ An ability to be innovative, to use initiative and be able to contribute to policy making and service delivery. ✓ A good working knowledge and experience of operating within agreed financial limits. ✓ An ability to communicate clearly, in writing, verbally and through reports. ✓ Computer literacy. ✓ Ability to communicate professionally in a language other than English (desirable).
---	--

Management and Leadership Behaviours

People and Service Management Managing excellent, cost-effective service delivery.	<p>Driving forward performance – setting high standards, encouraging improvement and supporting the team to achieve. Having regular team meetings and one-to-one conversations about performance, including difficult ones when necessary.</p> <p>Developing our people and our partners – giving people the scope to do well, taking time to understand their strengths and motivations, stretching them and coaching them to achieve.</p> <p>Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities. Delivering the Medium Term Plan.</p>
--	--

	<p>Working within the democratic framework – understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback.</p>
<p>Leadership and Engagement Inspiring the team to deliver the corporate vision, embrace change and develop opportunities.</p>	<p>Delivering the corporate vision – developing and communicating a direction for my service which keeps us focused on delivering the priorities of the corporate vision and makes it central to everything we do.</p> <p>Leading change – being realistic, transparent and clear on the challenges. Communicating the reasons for change and ensuring understanding. Inspiring people to get involved, to question, and to take change forward.</p> <p>Making difficult decisions – tackling issues proactively and finding solutions, being accountable for the decisions that have been made.</p> <p>Engaging staff, communities and customers – winning strong support through effective and regular communication, collaboration and feedback.</p> <p>Being commercial – creating opportunities to generate growth, income and maximise commercial potential.</p>

Our Values & Behaviours	
	<div style="border: 2px solid blue; border-radius: 10px; background-color: #00a0e3; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"> PUTTING COMMUNITIES FIRST </div> <ul style="list-style-type: none"> We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> I actively involve and include the communities that I serve in my work. I shall reflect the views of the communities in my daily work. I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> I have been included I can see how my views have been taken into account I can see improvements and developments based on my input

E	<div data-bbox="256 232 828 315" data-label="Section-Header"> <h2>RESPECT</h2> </div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<div data-bbox="256 869 833 952" data-label="Section-Header"> <h2>INTEGRITY</h2> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	<div data-bbox="256 1449 785 1525" data-label="Section-Header"> <h2>WORKING TOGETHER</h2> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.

--	--