**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Professional Advisor  |
| **Job Reference** | 16876 |
| **Grade and Salary** | 7 - £45,380 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | QEPD, Practice Development & QA |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context**  |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To provide information, guidance and advice to colleagues, partners and directly to children, young people and families to ensure they are enabled to achieve the best possible outcomes

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Ensuring that Managers in CYP are fully aware of current and impending/emerging developments in legislation, policy and good practice and what the implications are likely to be for their service area.
* Oversee and monitor the provision of information, advice, guidance and challenge that is given to enable partners and colleagues to effectively support service users and achieve successful outcomes for children, young people and families.
* Oversee the provision of advice and support given by direct reports to children, young people and families, working within any relevant policy or legislative requirements.
* Monitor and evaluate the impact of the professional advice given by self and direct reports on outcomes for children, young people and families and initiate change as required to achieve improvements.
* Coordinate and connect relevant partners to achieve collective and supportive outcomes for service users.

**Effective Practice, Assessment, Planning and Review**

* Oversee the support given to colleagues and partners to meet all statutory requirements and regulations.
* Oversee the support given to providers to ensure they are aware of and adhere to appropriate legislation and policy.
* Horizon scan for impending legislation and policy changes within service area and new and innovative ways of working. Make recommendations arising from this horizon scanning
* Promote and positively encourage best practice and effective ways of working, facilitating further development or change where this is needed.
* Effectively use quality assessment tools and a range of evaluation methods to monitor and feedback on performance, model and share good practice, commissioning research, review policies and undertake planning.

**Reporting and Accurate Recording**

* Direct the preparation of a variety of reports as required, providing sign off where needed.
* Author more complex reports.
* Commission and present reports to CYP DMG/DMT on legislative and policy changes, including the implications of these.
* Where required, review and evaluate the effectiveness of reports, providing recommendations for improvement in your area of service where needed.
* Undertake case file audits to evaluate the quality of practice and report on findings that will actively contribute to improvements against performance indicators.

**Multi-Agency and Partnership Working**

* Lead partnership working with a range of colleagues to improve outcomes for all children and young people.
* Work closely with higher tier services to ensure the most vulnerable children (children in need/ those with a childcare protection plan) can access their universal entitlements to early years and childcare services.
* Lead the work of a range of service providers in a geographical area, while being available for deployment anywhere in Suffolk.
* Promote, identify and share/model effective practice with relevant partners within scope of role.
* Encourage sustainable partnership working through the building of mutually supportive relationships between colleagues and partners.
* Promote the early intervention and prevention to professionals in a range of universal and specialist services.
* Work with colleagues to encourage effective collaborative working, actively seeking feedback to ensure effective impact.
* Act as an exemplary provider of professional advice, guidance and expertise to partners and other agencies.

**Managing Risk and Safeguarding**

* The post-holder must show a commitment to safeguarding and promoting the welfare of children and young people.
* To undertake other tasks allocated by manager or senior colleagues, in keeping with the responsibilities of the grade:
	+ Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
	+ Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance, including responding to any known data breaches.
	+ Having regard to best value principles and monitoring within your area of responsibility.
	+ Participating and co-ordinating, training and development opportunities, in order to improve knowledge, skills and effectiveness of self and colleagues.

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| **Autonomy**  |

The adviser will:

* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise their own workload and oversee the workload of any direct reports.
* Respond to unanticipated problems as appropriate to the role
* Act as a point of escalation for more complex issues and/or identify/ provide guidance on issues that need to be escalated to line management
* Provide advice and guidance to colleagues and partners about specific area of expertise.

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| **About the team**  |

The Practice Development and Quality Assurance Team supports practitioners and managers in CYPS and partner agencies across family support and specialist services to deliver high quality services to children and families within a practice framework which meets required standards, tested through regular audit programmes and a performance framework which will identify areas of strengths and challenges.

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| **What you will be expected to deliver in the role** |

Professional Advisers in the PD&QA Team will hold practice portfolio leads for services to children in receipt of family support services, children referred for/ in need of help and protection, looked after children and care leavers, disabled children and young people and SEND. They will have specific responsibilities for supporting the practice framework within statutory requirements within these areas of responsibility, manage audit programmes and create a listening, learning and improvement culture throughout Children and Young Peoples Services. They will work closely with colleagues in the Intelligence Hub, to ensure that performance information is used and reported within the service and statutory reporting requirements met.

**Role specific areas of responsibility will include:**

* Devise, review, manage and update policies and procedures for social care and family support ensuring that they reflect the current statutory guidance, and disseminate the policies and procedures throughout the local authority.
* Act as an expert resource for children and young people’s services, providing information, advice, guidance and support for families and professionals
* Lead on the quality assurance programme according to the allocated specialist area of practice
* Provide advisory services on practical guidance and policies relating to the allocated specialist area of practice

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at graduate level or equivalent experience in a relevant area of work.
2. Evidence of continuing professional development.
3. Management and leadership qualification. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Commitment to understanding what is important to children and families.
8. Focused on improving quality standards and outcomes for all children and young people.

**Specialist knowledge skills and experience**

1. Evidence of successfully leading a team.
2. Ability to be creative, flexible and innovative.
3. Ability to lead the work of a team or individuals in interpreting legislation and/or policy as appropriate.
4. Act as an ‘expert’ source of advice to staff and management in field.
5. Expertise, knowledge and understanding of legislation, policy and best practice which relates to area of operation and broad understanding of wider service area.
6. Demonstrated relevant continuous professional development.
7. Thorough knowledge of early and specialist interventions and safeguarding processes and procedures.
8. Working knowledge and understanding of universal services.
9. Knowledge of quality improvement tools and skilled in using them effectively.
10. Influential, confident and successful leader and practitioner in relevant field.
11. Effective ICT skills.
12. Well-developed and effective communication skills, (written and verbal) with proven ability to tailor communication style to audience and confidently deal with sensitive and challenging issues.
13. Ability to engage, challenge, confront persuade, motivate, develop and influence as required.
14. Broad range of effective interpersonal skills, able to build relationships successfully and demonstrate effective partnership working.
15. Ability to reflect on own practice and seek personal development and improvement for self and others.
16. Clear and full understanding of effective learning environments.
17. Facilitate and enable others to work together effectively.
18. Able to operate effectively both within a team and as an independent adviser.
19. Relevant experience in specialist area of work at appropriate level.
20. Experience of leading work in a relevant environment.
21. Management of individuals or teams in a similar environment where appropriate.
22. Political awareness. (Desirable)
23. Experience of providing training and facilitation. (Desirable)
24. Experience of identifying areas of required development within a team. (Desirable)
25. Ability to learn new IT applications as appropriate to role. (Desirable)
26. Experience working with professionals from a range of services. (Desirable)

**Additional requirements**

1. Commitment to equality and diversity.
2. A DBS check will be undertaken for the successful candidate.
3. Willingness to work flexibly. This could include weekends and evenings and countywide deployment according to need.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.