**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Senior Independence and Wellbeing Practitioner  |
| **Job Reference** | 20163 |
| **Grade and Salary** | 5 - £33,366 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Review and Quality Assurance Team  |
| **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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| **Main purpose of the job** |

This is a key role within the organisation, located within Adult Social Care (ASC). The main purpose of this role is to work with customers to identify and deliver personalised good quality outcomes to the highest standards to support and maximise their independence and wellbeing.

This role will include working as a Trusted Assessor, assessing functional ability, providing advice, daily living equipment, adaptations, assistive technology, community and other resources with an emphasis on reablement and Digital Care solutions, promoting and maximising independence and wellbeing.

You will work as part of area social work teams alongside colleagues and practitioners across the Health and Voluntary sector to support effective integration between health and social care ensuring systems are joined up and accessible for all our customers.

You will be expected to promote Suffolk County Council’s vision, objectives, and priorities effectively to your customers, our partners, and the public and inspire others by role modelling our organisational values at all times. You will promote a culture of value for money, outcome-based customer focus and continuous improvement.

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| **About the team**  |

You will work within one or more area teams in a particular geographical area of Suffolk, as we progress to the emerging new operating model and locality-based alliances. The area that you work in will have a number of areas teams and will align to the clinical commissioning group footprint. You will work within the area team aligned to Integrated Neighbourhood Teams and deliver social work and trusted assessor services, some of which may be complex situations requiring experience, expertise and skill to maximise independence and wellbeing.

You will work with local Contract and Service Development Teams and managers and share information and good practice to inform future commissioning models and new ways of working.

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

* To carry out asset-based assessments/ reviews, some of which are complex and challenging.
* To carry out background research on referrals, some of which will be distressing and emotionally/ mentally demanding.
* To work as a role model showing unqualified team members how to manage creatively within budgetary restraints to achieve value for money for customers, carers and the service.
* To give good financial and benefit advice in complex and conflicting situations.
* To develop specialist skills under the guidance of Social Workers to recognise and work effectively with complex social situations which may include Adult Safeguarding.
* To develop specialist skills under the guidance of Occupational Therapists supported by the Occupational Therapy Good Practice Guide to assess functional ability with an emphasis on reablement and develop clinical reasoning skills to advise on Daily Living Equipment and adaptations, including more complex solutions, i.e. adaptations for social housing, championing use of Assistive Technology including the Digital Care solutions.
* To appropriately identify eligibility in line with current legislation and policy.
* To advise customers and carers concerning their rights, the options available to them and how they can be better supported in difficult circumstances.
* To implement and review Short Term Enablement Plans, identify Personal budgets and implement and review Support Plans with customers.
* To work as a Practice/ Policy Champion within the team, advising team members and contributing to their development.
* To occasionally act as a point of liaison for non-social work services staff regarding practice/ policy issues, attending workshops or meetings to represent SWS.
* To act as a mentor to new unqualified staff, identifying with them areas for development/ further induction/ training.
* To explore with customers and carers creative ways in which their needs may be met by applying the principles of the SLCC model.
* To assist and support customers to make often difficult decisions about their future.
* To work within Department policy and procedures.
* To have case responsibility for allocated customers, some of which will be complex and challenging.
* To share knowledge and learning with colleagues and support team development, contributing to the planning of Learning Sessions/ Practice Meetings where required.
* To participate effectively in internal team working such as duty rotas and buddy systems.
* To contribute to the team systems for responding to urgent work.
* To contribute effectively to supervision, team meetings, training and staff development opportunities.
* To liaise with other professionals to provide appropriate advice and information.
* To maintain links with a wide range of agencies and voluntary organisations.
* To keep timely, full and accurate computer records of all work undertaken with customers.
* To contribute to meeting Departmental and Government performance data requirements.
* To show willingness to progress towards a Social Work or Occupational Therapy qualification.

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. NVQ 4 in Care or Health, degree in relevant subject or willingness to work towards a qualification at this level and/or equivalent knowledge and experience.
2. Willingness to progress towards a Social Work or Occupational Therapy qualification
3. Experience of working with people with disabilities / practical understanding of the range of complex needs of people with disabilities.
4. Completion of or an interest in undertaking, higher education in a social care related field.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](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. A passion for improving the lives of people who access our services.
8. Passion for delivering services with an emphasis on responsibility, community and health relationships, quality, professional growth for staff and growth for the people we support.
9. Resilient under pressure and ability to remain positive when challenged.
10. Self- confident and perceptive to enable open and honest relationships with staff.
11. A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults

**Specialist knowledge skills and experience**

1. Must have a positive attitude to disability and understand the impact that this has on a person’s life.
2. Good knowledge of Adult Social Care Services.
3. Good knowledge and understanding of the assessment, support planning and care management process.
4. Proven experience and understanding of a person centred, enabling approach to working with people to maximise their independence and wellbeing.
5. Proven ability to research e.g. provision of services, medical conditions.
6. Proven ability to assimilate new information e.g. policies and procedures and implement them.
7. Good IT skills & knowledge of computers for word-processing, database, email. Good self-organisation skills.
8. Proven ability to prioritise.
9. Proven ability to work as part of a team, be a role model and a supportive team member and share ideas, knowledge and creative thinking with colleagues.
10. Proven ability to contribute to the development of new unqualified staff, through mentoring.
11. Excellent listening and communication skills.
12. Proven ability to communicate effectively in a clear manner to individuals and groups and record information using appropriate format.
13. Proven awareness and understanding of people’s emotions and reactions, in a range of complex situations.
14. Proven ability to verbally explain and describe accurately.
15. Excellent negotiating skills to liaise between customers, manager, and service providers.
16. Proven ability to deal with customer problems and complaints.
17. Experience of working with people who have disabilities or age-related conditions.

**Additional requirements**

1. An enhanced DBS check is required for this role.
2. Non-Police Personnel Vetting check may be required depending on location.

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** |

You may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and 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://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.