**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Senior Practitioner |
| **Job Reference** | 21018 |
| **Grade and Salary** | 6 - £40,777 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Adult Safeguarding Service, Multi-Agency Safeguarding Hub Adult MASH Team |
| **Location** | Landmark House, 4 Egerton Road, Ipswich, Suffolk, IP1 5PB - Hybrid |
| **Hours per week** | 37 or 18.5 |
| **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 Adult Social Care. The main purpose of this role is to provide professional support to the Adult MASH Team, supporting the Senior management team in delivering good quality services and effective collaboration with stakeholders and partners across the system to safeguarding people in Suffolk from abuse and neglect.

You will support the Team Manager, working with the Operations and Partnerships Managers and the wider Senior Management Team as well as health leaders and managers to deliver the council’s political and strategic agendas. You will provide professional support to the Adult MASH Team manager, working with the Team Manager to manage demand whilst delivering the highest standards of social care to support people to remain free from abuse and neglect wherever possible.

You will be expected to promote Suffolk County Council’s vision, objectives, and priorities effectively to your staff, 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 manage the Adult MASH Team. The MASH co-locates key agencies together to effectively and efficiently respond to adult safeguarding concerns. The MASH provides the first point of contact for proportionate information sharing to enable robust risk assessment and decision making for next steps including if the safeguarding enquiry criteria has been met.

You will support the Team Manager and Senior Management Team, who will be responsible for the operational delivery within it.

You will work with local Contract and Service Development Teams and managers to understand, develop and share good practice, ensuring frontline teams share information 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 promote a high-performance culture within the Adult MASH Team that is flexible, innovative, responsive to changing priorities and empowers people to deliver excellence, best value and continuous improvement for the people of Suffolk.
* A clear focus on adults, families, carer and community needs, in the context of demand reduction, ensuring preventative and long-term sustainable solutions which enable people to live long and fulfilling lives by maximising their independence.
* To support the Team Manager in the Leadership and management of the Adult MASH Team, ensuring effective operations in planning, programme development, human resources and staff development, and financial oversight. To provide support to the Team Manager with regard to HR processes as well as encouraging the flexibility of ‘Free Me’ and when appropriate ensuring staff in teams are empowered to work across teams and/ or specialisms.
* Ensure staff are fully engaged with systems transformation, working effectively with the system transformation team to ensure that all system changes, information, technology and digital are implemented and embedded.
* To deputise for the Team Manager as required.
* To be the practice lead for the Adult MASH Team, building trust and developing shared priorities with the Team Manager and the wider Management team, partners and stakeholders, to ensure the delivery of user-focussed, integrated, locality-based services for vulnerable adults.
* A collaborative approach that promotes joint working within the Integrated Neighbourhood teams, Children and Young People Services (CYP), Police, Public Health and Health and Specialist teams working together to convert agreed ambitions into delivery plans, ensuring controls and governance are in place to deliver outcomes.
* Collaborative, integrated outcome-based service delivery that takes account of national performance standards, statutory and local performance plans and ensures the personalisation of social care services for adults is achieved as outlined in Suffolk’s prevention and early intervention policy “Supporting Lives, Connecting Communities”. Ensuring that all statutory services and operational obligations (e.g. Care Act, Mental Health Act and Mental Capacity Act) are fulfilled and delivered to agreed standards and quality frameworks.
* To support the Team Manager in responding to the need to monitor and review service delivery plans and priorities, to ensure delivery and the escalation of risks as appropriate.
* To support the Team Manager in the delivery of savings plans within the area team and in ensuring compliance with existing controls and governance to track financial performance.
* Develop, motivate and empower staff thus ensuring high standards of staff engagement for your service area.
* An environment which supports staff to embrace and role model organisational ASPIRE values.
* Highlight opportunities for joint delivery and reduction in service cost with the health and care system. Working with the Team Manager to turn agreed ambitions into delivery plans and complying to the controls and governance that are in place to deliver anticipated outcomes.
* To ensure that staff are familiar with the need for robust budget management and implementing budgetary control mechanisms as appropriate, supporting the Team Manager to ensure that spending profiles are met whilst saving challenges are delivered.
* Providing professional support and leadership to a multidisciplinary team to ensure professional standards are set leading to evidence-based assessment and support, accessible care, and a culture of continuous quality improvement.
* Operational rigour to all service delivery ensuring agreed standards relating to quality, safety and compliance are achieved. This includes contribution to appropriate business continuity plans for social work services.
* Working with the Team Manager in the effective operational delivery of the continuing health care process and resources.

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. Social Work qualification.
2. Current and valid registration with Social Work England.
3. Evidence of Continued Professional Development.

**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. 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. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals.
10. Resilient under pressure and ability to remain positive when challenged.
11. Self- confident and perceptive to enable open and honest relationships with staff.
12. The role will demonstrate the Council’s 21st Century skills.
13. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals.

**Specialist knowledge skills and experience**

1. Extensive knowledge and understanding of the major issues facing local government and the specific challenges facing Adult Social Care.
2. Extensive knowledge of social work practice, with an emphasis on risk management and safeguarding with adults of any age who have physical, sensory, learning disability, dementia or other long-term conditions.
3. Extensive experience in supporting staff with complex case casework, including chairing relevant meetings, following agreed procedures and resulting in robust action plans with defined timescales.
4. Evidence of translating policy into practice, embedding new processes whilst supporting self and others through cultural change.
5. Extensive working knowledge of SCC ‘s policies in relation to supervision and performance review and proven experience in their application.
6. Good understanding of the practical application of all relevant Social Care legislation and proven track record of supporting staff with statutory requirements.
7. Understanding of system thinking, used to reduce demand and costs.
8. Experience of operating within a budgetary framework and an understanding of the relationship between this and managing demand.
9. Knowledge and understanding of the hospital system with particular knowledge of delayed transfers of care and the impact on the wider system.
10. Knowledge and understanding of working with integrated reablement services both in house and with partner organisations.
11. Evidence of working with customers and staff to encourage growth in self-directed care including direct payments and independent support brokerage.

**Additional requirements**

1. An enhanced DBS check is required for this role.
2. Frequent travel across the county to attend meetings is required.
3. 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** |

**Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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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://www.careers.suffolk.gov.uk/) 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.