

**Manchester City Council
Role Profile**

**Personal Advisor, Grade 6
Leaving Care, Children's & Education Services
Reports to: Team Manager/Leader**

Job Family: People, Care and Support (Direct Provision)

Key Role Descriptors:

The role holder is expected to embrace and adopt the 'Our Manchester' behaviours whilst delivering high quality support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

Key Role Accountabilities:

Establish and maintain positive relationships with service users to support them prepare for adulthood; working proactively with appropriate stakeholders to assess the individual's needs and ensure young people have positive outcomes.

Provide support and advice to service users which provide the opportunity to engage with appropriate local and national organised and community-based services.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce effective plans of support/intervention that respond to service users individual needs, identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Leaving Care Service provides a statutory service to young people aged between 16-25 years who have been or are Looked After by Manchester City Council.

The Leaving Care Team is committed to ensuring young people:

- Prepared and supported to live independently
- Have improved access to education, employment and training
- Experience stability in their lives, and feel safe and secure
- Receive improved access to health support
- Achieve financial stability

The Personal Advisor will play a key role in supporting young people with their transition to adulthood and assist them to live an independent life in their community.

Key Responsibilities include:

- To manage a caseload and keep accurate case records of work with young people and undertake statutory recordings.
- To contribute to Pathway Plan Assessment and provide ongoing assessment promoting young people's full engagement to inform Pathway Planning.
- To undertake assessments of young people resuming or wishing to resume education/ training or presenting with other support needs post 21 years.
- To work with young people to promote welfare and ensure that their views and wishes are considered when undertaking assessments, developing Pathway Plans and reviews.
- To work in a flexible manner to provide advice, practical assistance and support to young people to enable successful transitions.
- To coordinate the provision of services and to take reasonable steps to ensure that the young person makes use of such services
- To identify packages of support for young people living in the community and supervise and monitor the delivery of tasks in accordance with the pathway plan to meet young person's needs.
- To ensure that young people receive appropriate financial support and work with young people to develop their financial management skills with a view to them becoming responsible for their own budget.
- To advise and practically support young people to gain access to appropriate accommodation
- To work in partnership with a range of agencies to ensure young people receive an integrated, holistic response to meet their needs

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Interpersonal Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others.
- **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
- **Communication Skills:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation. Ability to communicate clearly, concisely, accurately and in a way that promotes understanding.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Able to interpret rules and guidelines and know when something needs to refer to a supervisor/manager
- **Administrative Skills:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
- **IT:** Ability to use multiple applications, systems and associated software packages.
- **Financial:** To manage resources effectively and report issues/requirements etc to line management.

Technical Requirements (Role Specific)

- Willingness to consent to and apply for a DBS check.
- The role holder must hold a full driving license and have access to a vehicle on a daily basis.
- An understanding of relevant legislation and statutory guidance including Working Together 2014, MSCB Safeguarding Procedures, Domestic Abuse awareness, Children Act 2004, Children and Families Act 2014
- An in-depth understanding of the statutory responsibilities and duties for looked after children in line with the Children Act 1989, Children (Leaving Care) Act 2000, and related regulations.
- Required to work between 08:00 - 20:00, Monday to Friday