

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Intensive Keyworker
Grade	PS8	Reports to (role title)	Strategic Keyworker
		Directorate / School	LDA & Children's Complex Health Needs
JE Band	269-313	Service / Department	Children's Service, Family Resilience, Safeguarding, Corporare Parenting
		Date Role Profile was created	01/06/2023

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Keyworking service is part of a National programme. Keyworking services will be offered to children and young people from ages 0-25 with a learning disability and/or autism, with most demand for services likely to be in the 11-25 age range. These Children and Young People (CYP) would be those with most complex needs who feature on Surrey's Dynamic Support Register as either Blue or Red. The service will work in a hands-on way with these CYP and their families/carers to support their unique journeys, ensuring integration and access to existing local provisions.</p> <p>The keyworking service will be led by an Operational Lead with 3 x Strategic keyworkers covering Health, Education, and Social Care respectively with the support of 6 x Intensive Keyworkers who will work directly with CYP and their families. The purpose of the Intensive Keyworker will be to manage a caseload of children and young people (up to the age of 25) with a diagnosis of Autism and/ or Learning Disabilities who have complex needs and have been identified as requiring a keyworker. This may involve working in some scenarios that has the potential to be distressing, for example supporting a young person that has suicidal ideations and self harms. You will work with the CYP and Family/Carers to develop a personalised plan and to act as a single point of regular and consistent contact for your caseload.</p> <p>The Intensive Keyworker will coordinate support at pace to avoid admission to T4 settings. Where admission is deemed necessary following a community CETR, the Keyworker should continue their involvement throughout inpatient treatment, to facilitate timely discharge, well managed transition and full implementation of CETR recommendations for community support. As well as this, they will undertake needs assessment of individual cases to ascertain what support is already in place and identify what additional support might improve outcomes e.g. the development of positive behaviour support plans; risk management plans; personalised care plans. Also, they will work with existing and new providers to co-ordinate bespoke packages of support, liaise and negotiate with a range of services and review to ensure that the right provisions are in place. This role will support CYP and families to navigate the system by having a sound cross system knowledge and significant experience. They will attend meetings to ensure the YP's voice is heard and using your expertise to respectfully challenge any blocks to collaborative working. This will include attending CETR, LAEPs and Multi-Disciplinary meetings alongside the young person/family and to support positive outcomes in an aligned way.</p> <p>Be responsible for the ongoing development of the service and continue to embed the keyworker service in Surrey whilst contributing to the continuous review of the offer. Create trusting and long term relationships across all services whilst bringing about challenge to existing processes and cultures and being instrumental in developing new ways of working to achieve positive outcomes.</p> <p>You will work as part of the Keyworking team to utilise the Dynamic Support Registers (DSR) and take part in regularly developing the service so that it meets the needs of the service users. You will use outcome measurement reporting with the young people you are supporting as well as feedback forms to better understand where there is room for improvement and to monitor the progress made with the keyworker service support. You will take this feedback to the wider keyworking team to influence best practice and lessons learnt.</p>
Work Context	The role holder will work alongside the Children with Disability team and partner with the CWD team manager and VCSE colleagues. They will be working across Surrey ICS and therefore liaise with social care, health and educational teams and service managers. This role will also involve engagement with Children and Young people with Learning Disabilities and/or Autism with complex needs and their parent/carers. As part of this role you will manage a caseload of CYP who are on the Dynamic Support Register.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	Small budget holding responsibility

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Identify opportunities and risks associated with the service and escalate / report to management. • Assess and manage risk associated with assigned cases/service delivery. <p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. • Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Advanced vocational qualification at level 4 or considerable on the job experience. • For some roles a relevant degree may be required. • Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. • Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> •A proven understanding of the needs and characteristics of children and young people with a diagnosis of Learning Disabilities and/or Autism and ability to adapt communication methods as needed for individual requirements •Experience of working with people struggling with their mental health and have an awareness of the services that can support in these scenarios •Experience of working with children and/or young people with learning disability, autism or both with complex needs and their families •A proven understanding of the difficulties likely to face children and young people with Learning Disabilities and/or Autism •Have experience of working in a collaborative setting and ability to champion the voice of the service user in multi-disciplinary meetings •An understanding of equal opportunity issues and an awareness of what this involves, e.g. being able to communicate with people from minority groups, people with disabilities •Strong understanding of children’s mental health and human rights •An understanding of the challenges experienced by Parents of Children and Young People (CYP) with Special Educational Needs and Disability (SEND) and Autism •Legislative knowledge and awareness of locally available provision, as well as how to apply in practice •An understanding of safeguarding procedures • A detailed understanding of systems, procedures and policies relevant to Children’s Social Care e.g. child protection and safeguarding procedures, practice and policy. • Knowledge and experience of continuous developments in the NHS, social care and education. • Ability to update knowledge of various acts and statutory guidance relating to children and young people. • Knowledge of risk management and clinical governance. • Sound knowledge and understanding of person-centred approaches and the ability to ensure that these are used to empower children, young people and their families. <p>Willingness and ability to travel around the county and at times outside of Surrey.</p> <p>Appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p>
Role Summary	<p>Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>
Reference Number	<p style="text-align: center;">BM-2023-229</p>