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Registered in England as Single Homeless Project



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Job title:	Senior Practitioner – Adolescent Complex Needs
Delegated Authority:	Level 6
Team:	Young People’s Team
Responsible to:	Manager
Responsible for:	Young Persons Workers, Trainee Young Persons Workers, Night workers, volunteers, peer /mentors.

Job purpose



The Senior Practitioner post is a rewarding role working young people in a Tier 4 Supported Accommodation Service with young people with complex mental health needs.

The role is dedicated to providing advice, motivation and coaching to frontline staff who are working with young people with a range of complex and enduring needs. Specifically in relation to leaving care, substance use and anti-social behaviour. This post will require working alongside staff on their caseload of complex clients.

Working within our 16 + Ofsted Registered service and in conjunction with the Service Manager, within a strengths and recovery framework you will be providing a high-quality support service to young people placed by various London Borough Social Services Teams based in Camden.

Your work will be underpinned by SHP’s model of strengths based, psychologically informed delivery. The aim of which is to ensure that every client has the chance to move on with the skills and resilience to be confident and self-determining in their lives.

Key accountabilities

Service delivery and development

- To actively direct team members in their day-to-day work to ensure that young people receive a consistent, high quality and responsive service that operates effectively in line with codes of professional conduct are adhered to and that all staff maintain high quality standards of work practice.
- Ensure assessment of young people's strengths as well as deficits, with a whole person focus. Use the support and safety planning process to help the young person understand in greater detail the interrelationship between their range of needs and accommodation options. To coach the team and provide support in assessment with young people ambivalent about taking up support, who may have had difficult prior experiences with specialist services.
- To be an advice/motivation resource for the team in relation to ideas and direction around the delivery of a quality service in particular around risk and needs management and meaningful occupation activities.
- To hold a caseload as required and ensure casework applies recognised models of intervention, and ensure casework is recorded in line with SHP's Casework Policy & Procedure. Ensuring that each client has an individual package of support with an up-to-date Support & Safety Plan and regular formal and informal case meetings.

Property & Housing Management

- To support the Service Manager to ensure that workers adhere to internal property and housing management policies and procedures and liaise with external agencies to support young people in maintaining their accommodation and to maximise the income of the properties through ensuring that rent and personal service charges are paid.
- To be able to run reports on relevant SHP databases and platforms and provide information for staff in managing voids and arrears. Ensuring that property and housing management is a key focus of the staff team.

Care Navigation & Stake Holder Relationship Building

- To build a comprehensive knowledge bank of services, including each services' speciality, its thresholds and referral protocols and coach the team around their advocacy for young people in accessing services. Build and maintain the relationships with key stakeholders including other SHP teams, treatment and accommodation providers.
- Convene and chair/attend/regular multi agency treatment reviews to support the progression of multi-modality care and pathway plans.

Health & Safety

- To be aware of and guide front line workers to comply with organisational H&S policies and procedures to ensure the safety of themselves, other young people, colleagues, contractors and neighbours.

Managing Risk

- To work with the Manager to ensure all young people have up-to-date Support & Safety Plans, which clearly states the risk identified and incorporates a plan to manage the risk that protects the individual, other young people, neighbours and staff.
- To support staff in addressing ASB, reporting incidents following local procedures and ensuring the swift resolution of problems through investigation and appropriate actions in line with the SHP Understanding & Responding to Challenging Behaviour policy framework.

Recovery

- Participate in the delivery, evaluation and development of services' recovery programmes.

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- Enable young people to acquire greater insight into their problems, identify potential solutions and strengthen their readiness to change. To recognise the links between their complex needs and vulnerability to street activity, abuse/exploitation, substance misuse and interpersonal conflict.
 - Raise awareness of the impact of unmet support needs in diminishing life opportunities, including access to move-on accommodation and independent housing. To then participate in the delivery, evaluation and development of services' recovery programmes.
 - Identify care pathways and treatment options and support the acquisition of the skills needed to participate in treatment settings. provide evidence-based interventions in one-to-one, group work settings and skills workshop.

Data Management

- To support staff to ensure that Inform is appropriately and accurately used by staff as the database for recording young people support and actions, service H&S, incidents and complaints. In conjunction with the manager to regularly ensure that Inform is monitored and regular reports are run to ensure that data is accurate.

Service Utilisation

- To take direction from the manager regarding processes related to the management of the referrals into scheme and assessment of client needs prior to placements commencing.
- To maintain positive working relationships with CAMHs, Youth Offending services, Social Services and referral agencies. To ensure that all referrals are interviewed, assessed and accepted or rejected in line with policy and procedure. To be led by the manager in overseeing move-on targets as detailed in the service specification and be responsive to the priorities of the local authority.
- To ensure that preparation for move-on begins once the client moves into the service, and coordinate staff leads for activities program.

Leadership

- In partnership with the Manager, to identify and implement flexible approaches of working with young people, in order to best promote and advance their progress.
- To lead the staff team by example by working in a psychologically informed way within the core model of service delivery. To provide supervision and support to staff and help facilitate group supervision for support staff using reflective practise models.

Safeguarding Children and Vulnerable Adults

- In conjunction with the service manager to act as point of reference for safeguarding concerns within the services to ensure that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.
- To ensure that staff fulfil their duties in protecting colleagues and young people from any form of harm or abuse when they are vulnerable, in line with SHP Policy and Procedures.

Miscellaneous

- To work within service rotas as and when required by the manager. SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and young people to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- A high-level understanding and ability to manage the range of issues involved in the delivery of quality services to at risk young people who have complex mental health needs.
- Experience and an in-depth understanding of the principles and delivery of risk and needs assessment, planned support, goal setting and advocacy with young people within a recovery and strengths model, and the ability to share this and support others to deliver this.

Skills and Abilities

- Demonstrable aptitude for monitoring, coaching, developing and supporting staff performance and the ability to motivate staff members to perform effectively.
- An ability to provide flexible and client centred solutions to problems of behaviour. Also, the ability to embed psychologically informed methods of work within an accommodation setting.
- A demonstrably high level of numeracy, literacy and comprehension in order to be able to contribute to budget setting, monitor expenditure, write reports and review, analyse and extrapolate from written information.
- Ability to co-ordinate the work of a number of individuals or agencies to get tasks completed to time and to specification.
- Strong networking skills, and proven ability to build positive working relationships with internal and external stakeholders in order to establish or improve services to service users.