

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Personal Advisor/ Senior Personal Advisor	Grade: PO1-PO2
Section: Future First Wandsworth Leaving Care Service	Directorate: Children's Social Care
Responsible to: Team Manager	Responsible for: N/A
Post Number/s: N/A	Last Review Date: July 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

The post holder will be responsible for delivering a high quality, dynamic service to Care Leavers who are the responsibility of Wandsworth Borough Council. The service offers holistic care, support and advice for care leavers aged 16–25. This includes:

- Supporting Looked After young people aged 16-17 to understand their rights and entitlements to Leaving Care Services whilst also supporting them, their Social Worker and involved professionals to plan for their future in an effective, timely and realistic manner through high quality Pathway Plans.
- Providing all appropriate advice, guidance, support and assistance to support young people Leaving Care aged 18-25 to make the journey into a successful, independent and stable adulthood through purposeful and young person centred visits and activity.
- Maximising the opportunities for young people to develop positive and stable relationships with their families and/or support networks whilst maximising opportunities for young people to be productive and positive members of their local community, building a secure and stable network that will support them throughout their lives.
- Ensuring that young people fully understand their journey through care and have access to a coherent narrative of their lives.
- Establishing strong and supportive relationships with young people that allow them to develop confidence, make positive choices and pursue their dreams. This will involve supporting young people to access the full Local Offer made by Future First.

The post holder will work as a member of Future First undertaking the Personal Adviser (PA) functions as required under the relevant legislation Children Act 1989, Children Leaving Care Act 2000 and Children and Social Work Act 2017

Specific Duties and Responsibilities

- Using your knowledge and experience of national legislation, guidance and local Leaving Care procedures, you will ensure the provision of a quality service to care leavers.
- Positive relationships are at the heart of our work. You will take a systemic approach to supporting the young people you work with to achieve their aspirations on their journey to a stable and successful adulthood.
- You will work with up to 22 care experienced young people aged 16-25, offering a comprehensive and dedicated PA service. You will work alongside their Social Worker whilst the young person is looked after, and then take on full responsibility for the support of young people once they leave care.
- Using the Pathway Planning process, direct work techniques, and the secure and trusting relationship you have built, you will be supported to develop a clear theory of change in your work with young people, to enable them to become successful, independent adults.

- You will care passionately about improving outcomes for young people and use creative ways to enable care leavers to maximise their independence and access opportunities. You will develop the community and lifelong resources a young person has available to them, to provide a sustainable support network as they progress into adulthood.
- You will have excellent communication skills, both written and verbal, and will be able to build meaningful and caring relationships with socially excluded or marginalised young people and advocate on their behalf. You will be able to provide good quality reports and written assessments and be able to use IT systems confidently.
- You will maintain accurate and timely recordings of all your work and interactions with young people and ensure that visits and Pathway Plans are undertaken in a timely manner and recorded to a high standard.
- You will work independently at times, using your own initiative, and you will be responsible for professional timekeeping and maintaining an up-to-date calendar as a record of your movements.
- You will attend all professional meetings that are required as part of supporting young people to stay safe and achieve their goals, and you will develop positive relationships with professionals and partner agencies to ensure that young people receive the best possible service at the right time.
- You will need a comprehensive knowledge of the process and procedures for safeguarding children and adults, and you will keep up to date with any changes to legislation for care leavers and asylum-seeking young people.
- You will maintain a good working knowledge of benefits, training/employment, housing and health issues affecting young people and you will actively undertake training as a commitment to continuous professional development.
- You will be flexible in your approach and will be expected to undertake some early-evening work as part of the rota system (early-evening duty at the office, once a week during duty weeks).
- You will use supervision appropriately and you will adhere to all policies and procedures relating to staff conduct and expectations.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Progression Criteria

Progression through the grade is based on the needs of the Council and is not automatic. The need for employees working at the higher grade/s will be assessed by the relevant manager in conjunction with the Head of Human Resources. If it is established that there is a need, then the postholder will be subject to a full assessment about their ability to work at the higher level.

Additional Criteria for progression to PO2 of the linked grade.

Progression to the post of Senior Personal Advisor (PO2) is possible through the Career Progression Panel. Practitioners wishing to become a Senior Personal Advisor must demonstrate a commitment to learning and professional development, evidenced through a range of additional skills and behaviours including, but not limited to:

- Ability and willingness to work with our most vulnerable young people and complex situations.
- Supporting and guiding peers, through joint working, consultation and sharing best practice.
- Leading a particular area of practice; with a commitment to developing knowledge and expertise to support the work of the service and our offer to young people.
- Consistently demonstrating Our Values.
- Deputising for Team Managers at meetings and events.

Team structure

The Service comprises 4 Teams of Personal Advisors, each headed by a Team Manager as well as an additional Housing Focussed Team called Future House.

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Awareness of the Children (Leaving Care) Act 2000, Children and Social Work Act 2017 and the Asylum and Immigration Acts.	X		A/I
Working knowledge of the impact of trauma, and how that can present in the social, emotional and behavioural presentation of care experienced young people.	X		A/I
A developing awareness of systemic practice and it's influence on approaches to working with vulnerable young people, their families and networks.		X	A/I

Experience	Essential	Desirable	Assessed
Substantial experience of working directly with young people aged 16-25	X		A/I
Clear risk assessment skills, including managing safeguarding issues, particularly when working with young people with complex needs	X		A/I
A demonstrable commitment to involving young people in planning for their future; identifying with them what support they need, and helping them to access that support from a variety of agencies, community resources and from within their own networks.		X	A/I
Experience of building supportive relationships with vulnerable young people, some of whom lack trust in professionals.	X		A/I
Experience of supporting young people to navigate the benefits system, housing pathways, asylum claims, and other challenges associated with the transition to adulthood and independent living.		X	A/I
Skills	Essential	Desirable	Assessed
Commitment and passion for improving outcomes for young people leaving care.	X		A/I
Ability to build and maintain positive relationships with key partner agencies.		X	A/I
Excellent communication skills, both written and verbal.	X		A/I/T
Strong commitment to working in ways that reflect diversity of culture, gender, sexuality, language and ability.	X		A/I/T
Excellent written record keeping and good quality report writing		X	A/I
Qualifications	Essential	Desirable	Assessed
A level equivalent standard education. Training in social care/youth work/teaching/health sector.		X	A/I
English and Maths- A-C Grade GCSE	X		A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate