

Job specification



Job title: Advanced Practitioner

Service: Community Adult Front Door Team

Grade: 10

Reporting to: Community Adult Front Door Manager

Your job

The Community Adult Front door is a new and forward-thinking team built on a multidisciplinary approach to the effective triage and management of referrals for adult social care support. The multi-disciplinary team consists broadly of Occupational Therapy, Social Care, Reablement and Assistive technology staff as well as Customer Service Advisors and Coordinators who handle calls/screen and prioritise referrals. The team aims to respond to urgent need and to maximise opportunities for independence, prevention services, information advice and signposting. This is an exciting opportunity to play a key role working as part of a multi-disciplinary team, promoting a joined-up approach within the team and with wider partners to achieve the best outcomes for our residents.

In this role you will supervise social workers and social care officers working within the Community Adult Front Door Team and work closely with the team manager to contribute to the development of the service.

You will develop and maintain high professional standards for the social care staff in line with current and future legislative and corporate requirements. You will produce, quality assure and approve supported self-assessments and support plans alongside triage outcomes. You will monitor performance data in relation to Social Care activity to identify any areas for development, improvement and celebration. You will work closely with other social care teams to ensure a streamlined customer journey.

Along with managing the social care caseload you will ensure there is social care contributions to case discussions and triage as well as undertake casework where needed to ensure business continuity. You will provide advice and guidance regarding relevant legislation and be required to capture information on various computer systems.

You will work independently and as a team member providing excellent customer care at all times and promoting positive behaviours in the workplace.

The team is office based and located on the third floor of the Life Centre South.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Complete induction / any relevant training
- Finetune social care pathways in and out of the team and communicate any changes to relevant teams.
- Contribute to the effective management of the team/role/service on a daily basis as noted below.
- Demonstrate an ability to display the Be Wigan behaviours expected of employees and of managers as noted below.
- Demonstrate commitment to Continuous Professional Development and commitment in respect of the development of your role.
- Demonstrate an ability to promote and respond to change within the service and the ability to support others with any period of change.
- To demonstrate professional resilience and support others to develop their own professional and emotional resilience within their role.
- Be accountable and responsive to senior management.
- If required, you will undertake person-centred assessments where relevant

On an ongoing basis you will:

- Manage the allocation of incoming work to the Community Adult Front Door Team and/or manage the allocation of work.
- Be responsible for the supervision and line management of Social Workers and Social Care Officers within the service, both experienced and ASYE
- Contribute to the effective running of MDT discussions.
- Provide scrutiny to packages of support in line with achieving excellence for adult social care.
- Manage staff processes including recruitment, training, induction, Continuous Professional Development (CPD)
- Work flexibly to meet the needs of the service and support other localities with the demand in the Advanced Practitioner role as necessary.
- Negotiate with providers and third-party sector organisations on a range of services for service users.
- Undertake social care assessments and support plans if required to ensure business continuity.
- Monitor and analyse the costs of care packages.
- Contribute to the development of policies and procedures within the department.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying data held in line with retention schedules.
- Contribute to the resolution of complaints in line with the organisational policy and procedures.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Significant social work experience within an Adult team and be registered with SW England
- Ideally hold a management qualification or have the wish to undertake a management qualification at a future time.
- Excellent communication and organisational skills

- Extensive up to date knowledge of legislation relevant to the role and its application
- Demonstrate excellent numeracy and literacy skills.
- Excellent presentation skills for team meetings and wider service delivery as required.
- Understanding of social care databases and systems for the allocation and completion of work
- Understanding of budgetary impacts and how to provide services in a variety of ways to meet need .
- Ability to analyse information and provide appropriate responses and updates to managers and colleagues.
- Ability to make decisions based on risks and benefits analysis.
- Ability to demonstrate professionalism and display the attitudes and behaviours expected of the organisation.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous, and thoughtful towards yourself and others

#TeamWiganDeal

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.