

Job Profile

Job Title: Carers Practice Development Lead

Job Grade: Level 4 Zone 2

Salary Range: £47,394 - £54,222

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Under the Care Act 2014 the Local Authority has a statutory duty to determine the support needs of Carers who either are providing or who intend to provide support to another adult in need of care and support. Carers are a critical part of the health and social care infrastructure. We need to ensure that Carers are well supported and improve the outcomes for the adults they are caring for.

The Camden Borough Partnership has established a Carers project to ensure the delivery of the "Carers are valued and supported" priority in the refreshed [Supporting People, Connecting Communities](#) strategy. In the strategy, we committed to the delivery of a plan, co-produced with Carers. The Carers action plan has been created and the project is now moving into the delivery phase. The post holder will have a fundamental responsibility in delivering the Carers action plan.

About the role

This new role of Carers Practice Development Lead will ensure that across our Neighbourhood service that we fulfil our statutory duties and that we work closely in partnership with Carers and the organisations that support them. Reporting to the Principal Social Worker, this role will be embedded in our Adult Social Care Neighbourhood teams and will lead the development of practice, performance and quality assurance for Carers across Adult Social Care. The role will focus on developing and implementing strategic improvements in practice and performance, and has a borough wide accountability.

As a Carers Practice Development Lead, the post holder will develop practice across the Adult Social Care workforce, link with other key services in primary care and mental health and support improvement through practice and focus on specific development areas, for example working collaboratively with children's services.

The role requires proactive engagement with internal and external partners and the capability to develop systems, process and tools for service improvements that are used and implemented by the teams. You will be expected to use your knowledge, skills, and expertise to advise, negotiate, advocate and champion the needs of Carers.

You will work together with the Team Managers, Senior Practitioners and Advanced Practitioners to lead and develop best practice, working closely with the organisations that support Carers and promoting our What Matters strengths-based practice approach, keeping the person at the centre of all decisions and helping them to achieve their outcomes.

- The postholder will be responsible for developing practice in Adult Social Care, providing leadership and expertise, to ensure that Carers and those that they are caring for, are supported in a way that matters to them.
- The postholder will lead in creating and fostering opportunities for engagement with the key Voluntary and Community Organisations that support Carers and ensure strong relationships and connections with Adult Social Care Teams and services.

- The postholder will be responsible for working across Adult Social Care Operations and Commissioning to ensure there is a strong link between what Carers tell us they need and what services and support we will deliver.
- The focus will be on developing a strengths-based approach to support resilience and the best outcome for Carers.
- The post holder will provide advice and guidance to practitioners across the service and link with colleagues across the organisation to champion the needs of Carers.
- The post holder will hold a small case load working with carers who are experiencing particularly complex caring situations and who may need support to co ordinate services across organisations to achieve better outcomes. The work will involve working directly with carers and with those they are caring for.

About you

You will be someone who engages people and builds rapport and confidence. You will be creative, innovative and adaptable and will:

- Contribute to the development of future service models in the context of the Council's strategic vision.
- Contribute and lead on policy and practice development, participating in service reviews as required.
- Create an environment of continuous learning, quality improvement and professional development, developing excellent service outcomes and ensuring service improvements are implemented when necessary
- Work with operational and senior managers, colleagues and commissioners to ensure best use of resources and positive outcomes.
- Ensure that data on financial and quality measures are collected accurately and analysed to improve performance.

This includes:

- Embedding and sharing best practice and innovative solutions to support Carers across Adult Social Care, the wider Council, and with external partners.
- Lead on all Adult Social Care practice matters identified in the Carers action plan.
- Support practices that will enable better identification and support for Carers.
- Ensuring that Carer assessment and reviews happen in a timely way and that teams and services are accountable for this.
- Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service.
- Drafting and updating the policy and practice guidance relating to Carers.
- Supervising, guiding, advising and mentoring staff on casework and provision of Carer services, making sure that staff act in accordance with procedures and good practice.
- Assist managers with the development of staff and in the timely provision of services.
- Actively engaging and linking with the Key Voluntary and Community Organisations that champion the needs of Carers.
- Providing support across the Adult Social Care teams to share learning and promote the principles of best practice.
- Working closely with commissioning colleagues so that the needs of Carers form part of the commissioning strategy.
- Supporting the Council's Learning and Development leads and external partners around increasing awareness and developing expertise in this area.
- Provide data, analysis and make recommendations which follow through for continuing practice improvement to further support an understanding of practice and operational issues.
- Developing and delivering learning and development activities, working with internal and external providers and maximising resourcing opportunities.
- Managing a small yet complex case load, providing support to carers in the community and working to achieve better outcomes.

Technical Knowledge and Experience:

- Professional qualification and proven experience of working in Social Care (Essential)
- Registration with a professional registration body (Essential)
- Strong communication and recording skills
- Working knowledge and application of relevant legislation including the National Strategy
- Experience working with a diversity of stakeholders
- Strong leadership skills

People Management Responsibilities:

The role has no direct line management responsibilities.

Relationships

The role includes building strategic relationships and regular contact with:

- Key Voluntary and Community organisations, including those that support Carers.
- Working directly with carers experiencing crisis, holding a small case load where there are complexities and require a coordinated response across the services.
- Managers and practitioners in Adult Social Care and Children's Services including Transitions.
- People who draw on care and support, carers, and other members of the public. As the postholder will have a small yet complex case load, this will form a vital aspect of the skilled practice that they will offer.
- Community/Interest groups.
- All appropriate statutory and independent agencies including specialist organisations locally and nationally.
- Other Council departments.

Work Environment:

The job is both office and community based. The post holder may be required to work evening and weekends from time to time.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,