

Job Title - Consultant Social Worker – Hoarding Specialist

Grade 10

About the Service

The Specialist Hoarding Service is a proposed new countywide service within the Health and Care Directorate, developed to improve outcomes for individuals experiencing hoarding behaviours and associated self-neglect, as appropriate.

The service will provide specialist advice, consultation, assessment and intervention, supporting partners to deliver coordinated, strengths-based, trauma informed and person-centred responses and solutions to complex hoarding cases.

Working closely with a range of partners such as health, housing, emergency services and environmental health, care and support providers and the voluntary sector, the service will promote early intervention, reduce risk and support individuals to be safe, well and independent.

As a new service, the postholder will play a key role in working with strategic leads, partners and people with lived experience to help shape, develop and embed the service, supporting the development of pathways, protocols and best practice across Staffordshire.

About the Roles

This is an exciting opportunity to be part of a new specialist Hoarding Service, working across Adult First Contact, Adult Safeguarding, Public Health and various partners to assist individuals to improve their safety, wellbeing and independence, whilst respecting their rights and choices.

The two postholders will provide expert advice and guidance and will champion and support the development of creative solutions and direct interventions to some of the most complex cases across the county. The roles combine specialist practice and experience, consultation, multi-agency partnership working and direct work with individuals, focused on person-centred, trauma-informed interventions and achieving sustainable outcomes.

As part of a newly established service, the postholders will also play a key role in shaping and developing the future service model, working with strategic leads and partners to design pathways, improve practice and establish a coordinated countywide approach to hoarding and associated self-neglect, across Staffordshire.

Reporting Relationships

Responsible to: - Assistant Service Lead: Workforce Development

Key Accountabilities:

1. Provide professional oversight and expertise in relation to hoarding behaviours and associated self-neglect by providing solution focused guidance and support to practitioners and partner agencies.
2. When required, take the lead on and oversee direct work with individuals presenting with complex hoarding behaviours and associated self-neglect, where specialist intervention is required.
3. Support Adult Social Care practitioners with complex assessments, risk management and support planning.
4. Work collaboratively with Adult Social Care teams, where appropriate and facilitate referrals into services where individuals have eligible needs under the Care Act 2014.
5. Provide consultation, advice and professional challenge to partners managing hoarding-related cases.
6. Promote strengths based, trauma informed and harm reduction approaches when working with individuals experiencing hoarding behaviours.
7. Engage with health, housing, police, fire and rescue, environmental health and voluntary sector services to ensure a coordinated and holistic response.
8. Lead or contribute to multi agency meetings and risk management discussions relating to complex hoarding cases.
9. Support the development and implementation of countywide hoarding pathways and practice guidance.
10. Work alongside strategic leads to establish, develop and shape the new specialist hoarding service, contributing to service design, operational processes and future delivery models.
11. Provide training opportunities across teams, departments and partner organisations relating to hoarding, self-neglect as appropriate and associated legislation and practice.
12. Advise and provide critical analysis on strategic developments, commissioning intentions and service improvement opportunities relating to hoarding.

13. Represent Health and Care at relevant local, regional and national meetings, forums and networks relating to hoarding.
14. Support development of relevant practice guidance, information and resources available to practitioners, partners and individuals.
15. Provide and support student placements and work in partnership with Higher Education Institutions and Social Work Learning Academy initiatives as required.
16. Contribute to service evaluation, audit activity and performance reporting to demonstrate outcomes and support continuous improvement.

Person Specification

Qualifications/Professional membership

- Social Work qualification recognised by Social Work England.
- Current Social Work England registration.
- Evidence of ongoing professional development.

Knowledge and Experience

- Experience within social care, including working with adults under the Care Act 2014, Mental Capacity Act 2005, Mental Health Act and safeguarding legislation.
- Experience of working with individuals experiencing hoarding behaviours, self-neglect, mental health needs, trauma and/or multiple complex needs.
- Knowledge and experience of applying strengths-based, person-centred and trauma-informed approaches to supporting vulnerable individuals.
- Demonstrable experience of supporting, advising and developing practice, including the delivery of training, consultation or professional guidance.
- Knowledge of relevant professional standards, legislation, policies and guidance relating to social care, safeguarding, hoarding and self-neglect.
- Understanding of Information Governance, Data Protection, professional standards and Making Safeguarding Personal principles.
- Experience of developing, implementing or supporting service improvement and change initiatives.
- Experience of working effectively within multi-agency partnerships, building positive relationships across organisations and professional disciplines.
- Ability to manage complex cases and provide specialist advice, guidance and professional challenge.

- Understanding of the psychological, environmental and social factors associated with hoarding behaviours and self-neglect.
- Experience of undertaking complex assessments, risk management and intervention planning.
- Knowledge of housing related legislation, duties and pathways, and their relevance to individuals experiencing hoarding behaviours.
- Experience of service development, pathway design or contributing to strategic projects.
- Experience of working within integrated health and social care settings and collaborating with health, housing, Emergency services and voluntary sector partners.

Skills

- Ability to engage effectively with individuals experiencing hoarding behaviours, self-neglect and complex needs, building trusting and productive relationships.
- Ability to support, advise and develop the practice of practitioners, including the delivery of training, consultation or professional guidance to develop person-centred plans for individuals.
- Ability to take the lead on holistic assessments and develop person-centred plans that promote wellbeing, independence and positive outcomes.
- Ability to apply relevant legislation, policy and professional frameworks, including the Care Act, Mental Capacity Act and safeguarding principles, to support decision-making and practice.
- Strong advocacy, negotiation and influencing skills to support adults and achieve positive outcomes across agencies.
- Ability to practice in a strengths-based and trauma-informed way, supporting colleagues and partners to apply these approaches in their work.
- Ability to work collaboratively with social care teams, health services, housing providers, emergency services and voluntary sector organisations.
- Effective verbal and written communication skills, with the ability to communicate effectively at all levels.
- Ability to deliver training, advice and professional consultation to practitioners, managers and partner organisations.
- Ability to develop positive working relationships across internal and external services, including statutory, voluntary and community sector organisations.
- Effective analytical and critical thinking skills, with the ability to assess and manage complex risks and make sound professional judgements.

- Ability to manage a complex workload, prioritise competing demands and work independently.
- Working knowledge of IT systems and the ability to maintain accurate electronic records and produce reports.
- Ability to contribute to service development, quality improvement and the implementation of new ways of working.
- Self-motivated, reflective and committed to continuous professional development.
- A commitment to promoting wellbeing, prevention, early intervention and enabling individuals to exercise choice and control over their lives.

This post is designated as a casual car user.

The content of this Job Description and Person Specification will be reviewed on a regular basis.