



## Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To supervise others delivering services to individuals and groups to improve the community or service users' wellbeing and/or skills.

### Your responsibilities:

<b>Leadership (Self and Team)</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Supervising the delivery of service by staff in own service area.</li> <li>Supervising and coordinating the deployment of staff, including contractor staff.</li> <li>Coaching and mentoring staff in standard procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate and timely intervention is provided to support service users.</li> <li>Quality, national and legislative standards are met.</li> </ul>
<ul style="list-style-type: none"> <li>Organising and co-ordinating the work of groups of employees.</li> <li>Implementing Human Resources procedures in the area, including; recruitment, discipline and performance and attendance management and appraisal.</li> </ul>	<ul style="list-style-type: none"> <li>Well organised teamwork.</li> <li>Service delivery is effective.</li> <li>Human Resources issues are effectively dealt with, or escalated.</li> <li>The team is capable of achieving the required outputs.</li> </ul>
<b>Competency measurements</b>	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Planning interventions which are to be implemented for standard and non-standard cases.</li> <li>Carrying out duties according to instruction and legal and procedural framework.</li> </ul>	<ul style="list-style-type: none"> <li>User requirements are assessed.</li> <li>Service provider is informed of resource need.</li> <li>Appropriate interventions are delivered to service users.</li> <li>Reduction of risk to individuals and the community.</li> </ul>
<ul style="list-style-type: none"> <li>Gathering information, monitoring and reviewing case information, in accordance with specified guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>The safety and wellbeing of vulnerable users and public is ensured.</li> <li>Complete and accurate case records are maintained.</li> </ul>
<ul style="list-style-type: none"> <li>Assessing and managing the risk associated with assigned cases.</li> </ul>	<ul style="list-style-type: none"> <li>Hazards that exist, or that may develop, are determined.</li> </ul>

<ul style="list-style-type: none"> <li>Exercising a degree of judgement in assessing risk to service users or staff.</li> </ul>	<ul style="list-style-type: none"> <li>Action is taken to mitigate immediate risk and improve outcomes.</li> <li>Reduction of risk to the health and safety of staff and service users.</li> </ul>
<b>Competency measurements</b>	
Sensitive to the impact of decisions. Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.	

<b>Service Improvement and innovation</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Meeting with customers/partners to review service delivery and resolve problems.</li> <li>Making recommendations for improvement.</li> <li>Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <li>Service improvement ideas are put forward.</li> <li>Customers/partners are satisfied.</li> <li>Improvements are identified and implemented.</li> </ul>
<b>Competency measurements</b>	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Planning work and resource allocation.</li> <li>Reporting comprehensive and accurate case and other information and observations to line management.</li> <li>Establishing and maintaining communication channels with other relevant programme and activity leaders and others, as required.</li> <li>Working with internal and external colleagues - sharing and coordinating resources.</li> <li>Preparing reports for internal use.</li> <li>Assisting line manager by monitoring budget for specific area.</li> <li>Assisting in the planning of elements of expenditure for the team, site or projects.</li> <li>Monitoring and reviewing contractor service against Service Level Agreements.</li> </ul>	<ul style="list-style-type: none"> <li>Resources are organised and used effectively.</li> <li>Required support is delivered to service users.</li> <li>Up-to-date user information is generated.</li> <li>The relevant responsible authority is informed.</li> <li>Programmes are compatible and complementary with each other.</li> <li>Best use is made of resources to achieve value-for-money.</li> <li>A clear record of actions, circumstances and decisions is kept.</li> <li>Service users are protected.</li> <li>Services are achieved within agreed resources.</li> <li>Service quality and legislative standards are met.</li> <li>Action is taken on assessed deficiencies.</li> <li>Service receives value-for-money from outsourced services.</li> </ul>
<b>Competency measurements</b>	
Methodical, accurate and well-organised and prioritise own work schedules. Keep track of spend and make sure work is approved and signed off as necessary. Maintain recognised financial and other procedures and practices.	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Providing advice, guidance and/or direct support, to service users.</li> <li>Working directly with vulnerable service users.</li> <li>Reviewing customer satisfaction with service provided.</li> </ul>	<ul style="list-style-type: none"> <li>Good practice is applied in the service area.</li> <li>The community and vulnerable individuals are protected.</li> <li>Implementation of agreed actions.</li> <li>Enhanced quality of service.</li> </ul>

<ul style="list-style-type: none"> <li>Gathering information and liaising with colleagues from other agencies on day-to-day matters.</li> </ul>	<ul style="list-style-type: none"> <li>Service users receive the required support in good time.</li> <li>Decisions taken are informed by up-to-date, accurate information.</li> <li>Appropriate actions are taken for the known circumstances.</li> </ul>
<ul style="list-style-type: none"> <li>Acting as a single point of contact that the service user and their family or support network can trust.</li> <li>Supporting individuals and groups in making choices and in navigating their way through the system.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate well planned interventions, when needed, are regularly reviewed and effectively delivered.</li> <li>Overlap and inconsistency with other practitioners is reduced.</li> </ul>
<p><b>Competency measurements</b></p> <p>Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.</p>	

<p><b>Qualifications, knowledge, experience and expertise</b></p> <ul style="list-style-type: none"> <li>NVQ Level 3 or equivalent experience or knowledge in the relevant work area.</li> <li>Knowledge of the procedures in the service area and how to apply them.</li> <li>Knowledge of Health and Safety and similar procedures and policies and their application to the work area.</li> <li>Practical experience in workplace with vulnerable and / or young people, to understand risk and safety hazards.</li> <li>Knowledge of how best to deal with and refer emergencies and non-standard cases.</li> <li>Ability to cope with significantly challenging behaviour and circumstances.</li> <li>Knowledge and experience of care supervision.</li> <li>Some experience of supervising staff and work allocation</li> <li>ICT competent with skills relevant to work area.</li> </ul>
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## Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:- [www.cumbria](http://www.cumbria).



## **Cumbria County Council competencies**

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

**For further information please see:-**  
**[www.cumbria](http://www.cumbria.gov.uk)**.