



Role Profile Description

Date	January 2015
Purpose	To supervise a team delivering services to individuals and groups to improve the community or service users' wellbeing and/or skills and manage complex and higher risk cases.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> Coordinating and supervising plans / programmes / activities for the delivery of the service for individuals and groups. Contributing to team plans and supervising delivery. 	<ul style="list-style-type: none"> The service is delivered to groups or individuals to the relevant standards.
<ul style="list-style-type: none"> Supervising the delivery of service by staff in own service area. Coaching and mentoring staff in standard procedures. 	<ul style="list-style-type: none"> Appropriate and timely intervention to support service users. Quality, national and legislative standards are met.
<ul style="list-style-type: none"> Organising and coordinating the work of groups of employees. Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal. 	<ul style="list-style-type: none"> Well organised teamwork. Service delivery is effective. Human Resources issues effectively dealt with, or escalated. Team is capable of achieving the required outcomes.
Competency measurements	
Actively develop relationships through regular communication and promote effective team working. Promote council goals.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> Planning and implementing interventions for complex and high risk cases, where appropriate. Carrying out duties according to instruction and standard procedure. 	<ul style="list-style-type: none"> Appropriate interventions delivered to service users. Safeguarding policies complied with. Assessment of service user requirements completed. Service provider informed of resource need. Appropriate intervention delivered to service users.

	<ul style="list-style-type: none"> Reduction of risk to individuals and the community.
<ul style="list-style-type: none"> Preparing information and monitoring data on cases, in accordance with specific guidelines. Exercising judgement in assessing risk to service users or staff. 	<ul style="list-style-type: none"> Safety and wellbeing of vulnerable users and public. Provide evidence for legal matters and act on behalf of the Council.
<ul style="list-style-type: none"> Assessing and managing the risk associated with assigned cases. 	<ul style="list-style-type: none"> Hazards that exist, or that may develop, are determined. Action taken to mitigate immediate risk and improve outcomes. Reduction of risk to the health and safety of staff and service users.
Competency measurements	
Use sound judgement by weighing up different options to arrive at the best solution based on time, cost and quality.	
Use direct persuasion.	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> Monitoring and verifying programmes to identify any improvements. 	<ul style="list-style-type: none"> Standards are maintained and improved. Any accreditations maintained. Actions are taken to identify and remedy deficiencies.
<ul style="list-style-type: none"> Making recommendations for improvement. Cooperating with change. 	<ul style="list-style-type: none"> Improvements are identified and implemented.
Competency measurements	
Look ahead - anticipate obstacles and take action to avoid crisis.	
Think ahead to identify opportunities to achieve better outcomes.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> Planning work and resource allocation. 	<ul style="list-style-type: none"> Resources are organised and used effectively.
<ul style="list-style-type: none"> Ensuring all case information is recorded accurately and that non-standard actions are reported and, where appropriate, resolved. 	<ul style="list-style-type: none"> Maintenance of complete and accurate case records. Issues escalated and action taken. Resource issues are raised to Senior Managers
<ul style="list-style-type: none"> Assisting with the monitoring of budget for specific area. Assisting in the planning of elements of expenditure for the team, site or projects. 	<ul style="list-style-type: none"> Achievement of services within agreed resources.
<ul style="list-style-type: none"> Monitoring and reviewing contractor service against Service Level Agreements. 	<ul style="list-style-type: none"> Meeting of service quality and legislative standards. Action taken on assessed deficiencies. Service receives value-for-money from outsourced services.
Competency measurements	
Deliver and contribute to realistic estimates and plans, monitor resources against key targets and hold their team to account.	
Prioritise own and teams day to day work.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> Providing advice, guidance, direct support and/or enforcement to service users. 	<ul style="list-style-type: none"> Application of good practice in service area is achieved.

<ul style="list-style-type: none"> Working directly with vulnerable service users. 	<ul style="list-style-type: none"> Protection of the service users achieved.
<ul style="list-style-type: none"> Reviewing customer satisfaction with service provided. 	<ul style="list-style-type: none"> Implementation of agreed actions. Enhanced quality of service.
<ul style="list-style-type: none"> Gathering information and liaising with colleagues from other agencies on day-to-day matters. 	<ul style="list-style-type: none"> Service users receive the required support in good time. Decisions taken are informed by up-to-date, accurate information. Appropriate actions are taken for the known circumstances.
<ul style="list-style-type: none"> Acting as a point of contact that the service user and their family or support network can trust. Supporting individuals and groups in making choices and in navigating their way through the system. Working in partnership with community and voluntary groups, internal and external partners and potential contact with elected Members to provide advice on service. 	<ul style="list-style-type: none"> Appropriate well planned interventions, when needed, are regularly reviewed and effectively delivered. Overlap and inconsistency with other practitioners is reduced.
<p>Competency measurements</p>	
<p>Work to exceed customer expectations and take full ownership of customer enquiries.</p>	

<p>Qualifications, knowledge, experience and expertise</p> <ul style="list-style-type: none"> NVQ 4 or equivalent and/or experienced in the relevant work area. Experience of management and supervision. Knowledge of service area. Knowledge of Health and Safety and similar procedures and policies and their application to the work area. Working knowledge of relevant legislation. Practical experience in workplace with vulnerable and / or young people, to understand risk and safety hazards. Knowledge of how best to deal with and refer emergencies and non-standard cases. Ability to cope with significantly challenging behaviour and circumstances. ICT competent with skills relevant to the work area.
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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.



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).