

Job Family Generic Role Profile

Date	January 2015
Job Family	People Care and Development
Profile	PCD12i
Purpose	To supervise teams delivering services to individuals and groups to improve the community or service users' wellbeing and/or skills and manage complex and high risk cases.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> Supervising the delivery of service by staff in own service area. Contributing to team plans and supervising delivery. 	<ul style="list-style-type: none"> Appropriate and timely intervention is provided to support service users. Quality, national and legislative standards are met.
<ul style="list-style-type: none"> Supervising, planning, organising and co-ordinating the work of groups of employees, including contractor staff Coaching and mentoring staff in standard procedures. Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal. 	<ul style="list-style-type: none"> Teamwork is well organised. Service delivery is effective. Human Resources issues are effectively dealt with, or escalated. The team is capable of achieving the required outputs.
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"> Monitoring and reviewing case information. 	<ul style="list-style-type: none"> Complete and accurate case records are maintained.
<ul style="list-style-type: none"> Planning interventions to be implemented for complex and high risk cases. Carrying out duties according to instruction and standard procedure. Assessing, planning and delivering individual and/or group support/action plans. 	<ul style="list-style-type: none"> User requirements are assessed. Service provider is informed of resource need. Appropriate interventions are delivered to service users. The risk to individuals and the community is reduced.

<ul style="list-style-type: none"> Gathering and preparing information and monitoring cases, in accordance with specified guidelines. Exercising judgement in assessing risk to service users or staff. 	<ul style="list-style-type: none"> The safety and wellbeing of vulnerable users and the public is maintained.
<ul style="list-style-type: none"> Preparing reports for internal use. 	<ul style="list-style-type: none"> There is a clear record of actions, circumstances and decisions. <ul style="list-style-type: none"> Service users are protected.
<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 their effectiveness. 	<ul style="list-style-type: none"> Standards are maintained and improved. Any accreditations are maintained. Actions are taken to correct deficiencies.
<ul style="list-style-type: none"> Contributing to knowledge management and suggesting improvements. Cooperating with change. 	<ul style="list-style-type: none"> Changes are implemented and effective.
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"> Reporting comprehensive and accurate information and observations to line management. 	<ul style="list-style-type: none"> Required support for service users is delivered. User information is up-to-date. The relevant responsible authority is informed.
<ul style="list-style-type: none"> Assisting line manager by monitoring budget for specific area. Planning elements of expenditure for the team, site or projects. 	<ul style="list-style-type: none"> Services are achieved within agreed resources.
<ul style="list-style-type: none"> Monitoring and reviewing contractor service against Service Level Agreements. 	<ul style="list-style-type: none"> Service quality and legislative standards are met. Action is taken on assessed deficiencies. The 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 and/or direct support, and/or enforcements to service users. • Working directly with vulnerable service users. 	<ul style="list-style-type: none"> • Good practice is applied in service area. • The community and vulnerable individuals are protected.
<ul style="list-style-type: none"> • Reviewing customer satisfaction with service provided. 	<ul style="list-style-type: none"> • Agreed actions are implemented. • The quality of service is enhanced.
<ul style="list-style-type: none"> • Gathering information and liaising with colleagues from other agencies. 	<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 single point of contact that the service user and their family or support network can trust as well as internally and with other agencies. • 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 take place when needed. • Interventions are regularly reviewed and delivered effectively. • 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>	

Qualifications, knowledge, experience and expertise

- Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4).
- In some areas, a registered qualification is a legislative requirement.
- Experience of management and supervision.
- Knowledge of service area.
- Working knowledge of relevant legislation.
- Knowledge of Health and Safety and similar procedures and policies and their application to the work area.
- 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 influence people to change behaviours or make difficult changes.
- Ability to cope with significantly challenging behaviour and circumstances.
- Good interpersonal skills, including negotiating, conciliating, people management and motivational skills.
- ICT competent and relevant skills for work area.