

Job Family Role Profile Description

Date	January 2015
Job Family	People Care and Development
Profile	PCD10ii
Purpose	To deliver complex services/support to individuals and groups to improve community and/or service users' wellbeing and/or skills.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> Delivering training and advice to other practitioners and managers. Coaching staff in standard procedures. 	<ul style="list-style-type: none"> Learning objectives are achieved.
<ul style="list-style-type: none"> Contributing to team-working. Supporting and guiding less experienced staff, if required 	<ul style="list-style-type: none"> Teamwork is effective. Colleagues are supported. Tasks are carried out accurately and efficiently, within agreed timeframes. Interventions are appropriately conducted.
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"> Developing and agreeing a course of action covering the short- and medium-terms. Carrying out duties according to instruction and legal and procedural framework. Assuring effective and appropriate service delivery. 	<ul style="list-style-type: none"> Programmes and activities are delivered to an agreed schedule that has service user commitment.
<ul style="list-style-type: none"> Initiating assessments and plans and / or group support / action plans. Conducting complex assessments to recommend the appropriate service. Exercising judgement in assessing risk to service users or staff. 	<ul style="list-style-type: none"> Service users' needs are identified. Appropriate interventions to support service users are provided. Vulnerable individuals are protected. Legal remedy is provided and actions are taken on behalf of the local authority.
<ul style="list-style-type: none"> Gathering information to investigate and analyse need. 	<ul style="list-style-type: none"> Appropriate programmes/plans are developed. Content and programme priorities are established.

<ul style="list-style-type: none"> • Planning and adapting interventions and actions for assigned work, including disruptions to planned work. • Planning and delivering individual and / or group support / action plans. 	<ul style="list-style-type: none"> • Requirements are assessed. • Appropriate support is delivered. • The safety and wellbeing of vulnerable users and public is maintained.
<ul style="list-style-type: none"> • Recording, monitoring and reviewing case information. 	<ul style="list-style-type: none"> • Complete and accurate case records are maintained.

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"> • Meeting with customers/partners to review service delivery and resolve problems. 	<ul style="list-style-type: none"> • Service improvement ideas are put forward. • Customers/partners are satisfied.
<ul style="list-style-type: none"> • Making recommendations for improvement. • Cooperating with change. 	<ul style="list-style-type: none"> • Programmes/activities are delivered in a well-structured manner. • 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"> • Contributing to work planning and resource allocation. 	<ul style="list-style-type: none"> • Resources are organised and used effectively. • Service provider is informed of resource need.
<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"> • Establishing and maintaining communication channels with other relevant programme and activity leaders and others, as required. • Working with internal and external colleagues - sharing and coordinating resources. 	<ul style="list-style-type: none"> • Programmes are compatible and complementary with each other. • Best use is made of resources to achieve value-for-money.
<ul style="list-style-type: none"> • Maintaining a record of relevant knowledge, experience, policies and resources. 	<ul style="list-style-type: none"> • Programmes are well informed and reflect good practice.
<ul style="list-style-type: none"> • Gathering and collating relevant data. 	<ul style="list-style-type: none"> • Records are complete and accurate.

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 standard and non-standard interventions, such as advice, guidance and direct support to service users. • Working directly with vulnerable service users. 	<ul style="list-style-type: none"> • Appropriate intervention to support service users is provided. • Vulnerable individuals are protected.
<ul style="list-style-type: none"> • Undertaking complex needs analysis and developing support/action plans. • Acting as a point of contact, that communities, service users, users' parents/carers/guardians 	<ul style="list-style-type: none"> • Appropriate well planned interventions take place when needed. • Interventions are regularly reviewed and effectively delivered.

<p>and their families, can trust.</p> <ul style="list-style-type: none"> • Working directly with service users in areas of activity in accordance with policy, procedure and working practice. • Supporting individuals and groups in making choices and in navigating their way through the system. • Liaising with external and internal partners on day-to-day service issues. • Working in partnership with community and voluntary groups, internal and external partners. 	<ul style="list-style-type: none"> • Overlap and inconsistency with other practitioners is reduced.
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Competency measurements

Work to exceed customer expectations and take full ownership of customer enquiries.

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.
- Expert breadth and depth of knowledge regarding the service and 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.
- Ability to cope with significantly challenging behaviour and circumstances.
- Understanding of budget processes and organisational priorities.
- Knowledge of inward- and outward-facing Council issues.
- Good interpersonal skills, including negotiating, conciliating, people management and motivational skills.
- Experience of implementing change is desirable.
- Political awareness.
- ICT competent with skills relevant to work area.