

# Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To deliver standard and non-standard service/support to individuals and groups to improve community and/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>Delivering training and advice to other practitioners and managers.</li> <li>Coaching staff in standard procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Learning objectives are achieved.</li> </ul>
<ul style="list-style-type: none"> <li>Contributing to team-working.</li> <li>Supporting and guiding less experienced staff, if required, including overseeing colleagues undertaking associated or support duties.</li> </ul>	<ul style="list-style-type: none"> <li>Teamwork is effective.</li> <li>Colleagues are supported.</li> <li>Tasks are carried out accurately and efficiently, within agreed timeframes.</li> <li>Interventions are appropriately conducted.</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>Developing and agreeing a course of action covering the short- and medium-terms.</li> <li>Carrying out duties according to instruction and legal and procedural framework.</li> <li>Assuring effective and appropriate service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Programmes and activities are delivered to an agreed schedule that has service user commitment.</li> <li>Programmes/activities are delivered in a well-structured manner.</li> </ul>
<ul style="list-style-type: none"> <li>Initiating assessments and plans.</li> <li>Conducting standard and non-standard assessments to recommend the appropriate service.</li> <li>Exercising judgement in assessing risk to service users or staff.</li> </ul>	<ul style="list-style-type: none"> <li>Service users' needs are identified.</li> <li>Appropriate interventions to support service users are provided.</li> <li>Vulnerable individuals are protected.</li> </ul>
<ul style="list-style-type: none"> <li>Gathering information to investigate and analyse need and to develop support / action plans.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate programme/plan is developed.</li> <li>Content and programme priorities are established.</li> </ul>
<ul style="list-style-type: none"> <li>Planning and adapting interventions and actions for assigned work, including disruptions to planned work.</li> <li>Planning and delivering individual and / or group support / action plans.</li> </ul>	<ul style="list-style-type: none"> <li>Requirements are assessed.</li> <li>Appropriate support is delivered.</li> <li>Service provider is informed of resource need.</li> <li>The safety and wellbeing of vulnerable users and the public is maintained.</li> </ul>
<ul style="list-style-type: none"> <li>Recording, monitoring and reviewing case information.</li> </ul>	<ul style="list-style-type: none"> <li>Complete and accurate case records are maintained.</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> </ul>	<ul style="list-style-type: none"> <li>• Service improvement ideas are put forward.</li> <li>• Customers/partners are satisfied.</li> </ul>
<ul style="list-style-type: none"> <li>• Making recommendations for improvement.</li> <li>• Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <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>• Contributing to work planning and resource allocation.</li> </ul>	<ul style="list-style-type: none"> <li>• Resources are organised and used effectively.</li> <li>• Service provider is informed of resource need.</li> </ul>
<ul style="list-style-type: none"> <li>• Reporting comprehensive and accurate case and other information and observations to line management.</li> </ul>	<ul style="list-style-type: none"> <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> </ul>
<ul style="list-style-type: none"> <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> </ul>	<ul style="list-style-type: none"> <li>• Programmes are compatible and complementary with each other.</li> <li>• Best use is made of resources to achieve value-for-money.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintaining a record of relevant knowledge, experience, policies and resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Programmes are well informed and reflect good practice.</li> </ul>
<ul style="list-style-type: none"> <li>• Gathering and collating relevant data.</li> </ul>	<ul style="list-style-type: none"> <li>• Records are complete and accurate.</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 standard and non-standard interventions, such as advice, guidance and direct support to service users.</li> <li>• Working directly with vulnerable service users.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate intervention to support service users is provided.</li> <li>• Vulnerable individuals are protected.</li> </ul>
<ul style="list-style-type: none"> <li>• Acting as a single point of contact, that communities, service users, users' parents/carers/guardians and their families, can trust.</li> <li>• Working directly with service users in areas of activity in accordance with policy, procedure and working practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate well planned interventions take place when needed.</li> <li>• Interventions are regularly reviewed and effectively delivered.</li> <li>• Overlap and inconsistency with other practitioners is reduced.</li> </ul>
<ul style="list-style-type: none"> <li>• Supporting individuals and groups in making choices and in navigating their way through the system.</li> <li>• Liaising with external and internal partners on day-to-day service issues</li> </ul>	
<b>Competency measurements</b>	
Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.	

## **Qualifications, knowledge, experience and expertise**

- NVQ Level 4 or equivalent and/or experienced in the relevant work area.
- Knowledge of service area, policies and procedures and how to apply them.
- Working knowledge of relevant legislation.
- Knowledge of Health and Safety and related procedures and policies and how they apply 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 emergencies and non-standard cases.
- Ability to cope with significantly challenging behaviour and circumstances.
- ~~ICT competent with skills relevant to the workplace~~