

Role Profile Description

Date	January 2015
Purpose	To support the delivery of services to individuals and/or groups of people.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated tasks. 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality. • The team plan is met.
<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.
Competency measurements	
Clarify what is personally required to do the job well and take pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Delivering a programme/activity to take place within a specified timescale and to fit the needs of the service users. • Setting up the work area, including the use of any equipment. • Carrying out duties within well-established instructions and standards. • Dealing with immediate emergency situations using the appropriate procedures. • Working with colleagues or escalating emergency situations to the manager where appropriate. • Assisting and supporting events under direction, where necessary. 	<ul style="list-style-type: none"> • The programme/activity takes place to required content and standards. • The needs of the identified service users are met.
<ul style="list-style-type: none"> • Keeping routine records and reporting relevant issues to the appropriate person / department / agencies. 	<ul style="list-style-type: none"> • The impact on the individual/group can be assessed. • Current information about service user is up-to-
	<ul style="list-style-type: none"> date and in the required format. • The relevant responsible authority/department is informed. • Customers' changing needs are met within an appropriate elapsed time. • Service users' health and safety is maintained. • The appropriate actions of others are supported, based on up-to-date, accurate information. • There is an integrated service for users.
Competency measurements	
Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

Service Improvement and innovation	
Accountable For	End Result
<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	
Open-minded about new ways of working and committed to make improvements.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> • Ensuring the availability of the necessary materials and equipment required to deliver the service. • Providing reports to supervisor. • Handling cash, including client monies. • Operating of relevant equipment. 	<ul style="list-style-type: none"> • Materials and equipment are effectively delivered and in working order, to enhance the programme/activity.
Competency measurements	
Understand that all actions have a cost, so use resources efficiently.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> • Providing tailored assistance to service users, typically on a one-to-one basis, including some who may have challenging behaviour. 	<ul style="list-style-type: none"> • Service users' needs are met. • Service is delivered effectively.
<ul style="list-style-type: none"> • Providing personal and/or health care to service users, as appropriate, supervised by specialist, qualified staff. 	<ul style="list-style-type: none"> • Service users receive the appropriate care in accordance with specialist qualified staff instructions and standard procedures. • The health and safety of the service user is preserved. • Service users' care needs are met.
<ul style="list-style-type: none"> • Providing information to service users on how to contact the relevant service/person that can offer assistance. • Answering questions and providing information to the public, service users, groups and carers. • Communicating with service users' guardians / parents / carers and other agencies responsible for their wellbeing. 	<ul style="list-style-type: none"> • Users receive accurate signposting. • People know how to obtain the service and the assistance they need.
Competency measurements	
Respond to customer needs; deal with customers in a courteous, timely and professional manner.	

Qualifications, knowledge, experience and expertise
<ul style="list-style-type: none"> • Basic numeracy and literacy. • Committed to ongoing personal development. • Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. • Induction training, including policy, procedures and basic health and safety. • Knowledge of how best to deal with and refer emergencies and non-standard cases. • Awareness and compliance to Health and Safety procedures.