

# Generic Job Family role Profile Description

<b>Date</b>	January 2015
<b>Profile</b>	People Care and Development
<b>Grade</b>	PCD4
<b>Purpose</b>	To deliver a range of learning/skills and/or personal/practical support to meet basic needs for individuals and/or groups.

## Your responsibilities:

<b>Leadership (Self and Team)</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Prioritising own activities within a series of allocated tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Deadlines and work cycles are met.</li> <li>• Work is completed for the team, to the required standard and quality.</li> <li>• The team plan is met.</li> <li>• Good use of own time is demonstrated.</li> </ul>
<ul style="list-style-type: none"> <li>• Contributing to team-working.</li> <li>• Supporting and guiding less experienced staff, if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork is effective.</li> <li>• Colleagues are supported.</li> </ul>
<b>Competency measurements</b>	
Clarify what is personally required to do the job well and take pride in own work. Accept feedback to improve effectiveness.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Implementing a defined programme/activity/plan within a specified timescale.</li> <li>• Carrying out duties in accordance with instructions, standards and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• The needs of the identified service users are met.</li> </ul>
<ul style="list-style-type: none"> <li>• Assisting in planning and preparing a specific programme or activity.</li> <li>• Planning and delivering daily tasks to ensure service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• The programme or activity is delivered effectively.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintaining records.</li> <li>• Reporting on service users' circumstances, referring non-standard situations appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Records are maintained in an accurate and complete manner, and in the required format.</li> <li>• The outcomes of the programme/plan are reviewed and assessed.</li> <li>• Current information about the service users is maintained.</li> </ul>

	<ul style="list-style-type: none"> <li>• The relevant responsible authority is informed, when necessary.</li> <li>• Meet the changing needs of service users.</li> <li>• Service users' health and safety is maintained.</li> <li>• The appropriate actions of others are supported, based on up-to-date, accurate information.</li> <li>• There is an integrated service for users.</li> </ul>
<b>Competency measurements</b>	
Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

<b>Service Improvement and innovation</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Monitoring and assessing the activity / programme / plan for continued positive impact.</li> <li>• Cooperating with change and liaising with line management on routine and non-routine/non-standard issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery is effective.</li> <li>• Content is revised appropriately.</li> <li>• The impact on the individual/group is successful.</li> </ul>
<ul style="list-style-type: none"> <li>• Making recommendations for improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements are identified and implemented.</li> </ul>
<b>Competency measurements</b>	
Open-minded about new ways of working and committed to make improvements.	

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Coordinating the use of resources with internal and external colleagues engaged in delivering the programme.</li> <li>• Handling cash, including client monies.</li> <li>• Identifying, requesting and using the resources as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Complementary skills and resources are used effectively to enhance the programme/activity/plan and achieve value-for-money.</li> <li>• Service users' needs are met.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensuring preparation of the environment and assessing and managing risks.</li> <li>• Using equipment relevant to the work area.</li> </ul>	<ul style="list-style-type: none"> <li>• The venue supports learners/users.</li> <li>• Risks/hazards are identified.</li> </ul>
<b>Competency measurements</b>	
Understand that all actions have a cost so use resources efficiently.	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Providing tailored assistance to meet the needs of the service users, including some who may have challenging behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• Service users' needs are met.</li> <li>• Service is delivered effectively.</li> </ul>
<ul style="list-style-type: none"> <li>• Providing personal and/or health care to service users, as appropriate, supervised by specialist, qualified staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Service users receive the appropriate care in accordance with specialist qualified staff, instructions and standard procedures.</li> <li>• The health and safety of the service user is preserved.</li> <li>• Service users' care needs are met.</li> </ul>
<ul style="list-style-type: none"> <li>• Acting as a first point of contact and providing initial judgement on how to meet the service user needs.</li> <li>• Working directly with service users / service user groups in areas of activity that are closely defined by policy, procedure and working practice.</li> </ul>	<ul style="list-style-type: none"> <li>• The health and safety of users is supported.</li> <li>• Cases are escalated, or standard procedures are followed, to reduce immediate risks.</li> <li>• Support to service users is deployed immediately, when appropriate.</li> <li>• Service users' cases are escalated, to ensure the appropriate advice/care is given.</li> </ul>

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| <ul style="list-style-type: none"><li>• Referring relevant matters / information to the manager.</li><li>• Communicating with service users' parents / carers / guardians and others involved in their wellbeing.</li><li>• Cooperating with, and providing information to external agencies.</li></ul> |  |
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<b>Competency measurements</b>
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Respond to customer needs; deal with customers in a courteous, timely and professional manner.
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<b>Qualifications, knowledge, experience and expertise</b>
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| <ul style="list-style-type: none"><li>• NVQ Level 2 or equivalent experience or knowledge in the relevant work area.</li><li>• Committed to ongoing personal development.</li><li>• Knowledge of the procedures in the service area and how to apply them.</li><li>• Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.</li><li>• Practical experience in the workplace with vulnerable and / or young people, to understand risk and safety hazards.</li><li>• Knowledge of how best to deal with and refer emergencies and non-standard cases.</li><li>• Ability to cope with significantly challenging behaviour and circumstances.</li></ul> |
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