

# Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To supervise others delivering services to individuals and groups to improve the community 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>Supervising the delivery of service by staff in own service area.</li> <li>Supervising and coordinating the deployment of staff, including contractor staff.</li> <li>Coaching and mentoring staff in standard procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate and timely intervention is provided to support service users.</li> <li>Quality, national and legislative standards are met.</li> </ul>
<ul style="list-style-type: none"> <li>Organising and co-ordinating the work of groups of employees.</li> <li>Implementing Human Resources procedures in the area, including; recruitment, discipline and performance and attendance management and appraisal.</li> </ul>	<ul style="list-style-type: none"> <li>Well organised teamwork.</li> <li>Service delivery is effective.</li> <li>Human Resources issues are effectively dealt with, or escalated.</li> <li>The team is capable of achieving the required outputs.</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>Planning interventions which are to be implemented for standard and non-standard cases.</li> <li>Carrying out duties according to instruction and legal and procedural framework.</li> </ul>	<ul style="list-style-type: none"> <li>User requirements are assessed.</li> <li>Service provider is informed of resource need.</li> <li>Appropriate interventions are delivered to service users.</li> <li>Reduction of risk to individuals and the community.</li> </ul>
<ul style="list-style-type: none"> <li>Gathering information, monitoring and reviewing case information, in accordance with specified guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>The safety and wellbeing of vulnerable users and public is ensured.</li> <li>Complete and accurate case records are maintained.</li> </ul>
<ul style="list-style-type: none"> <li>Assessing and managing the risk associated with assigned cases.</li> </ul>	<ul style="list-style-type: none"> <li>Hazards that exist, or that may develop, are determined.</li> </ul>
<ul style="list-style-type: none"> <li>Exercising a degree of judgement in assessing risk to service users or staff.</li> </ul>	<ul style="list-style-type: none"> <li>Action is taken to mitigate immediate risk and improve outcomes.</li> <li>Reduction of risk to the health and safety of staff and service users.</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>• Planning work and resource allocation.</li> </ul>	<ul style="list-style-type: none"> <li>• Resources are organised and used effectively.</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>• Preparing reports for internal use.</li> </ul>	<ul style="list-style-type: none"> <li>• A clear record of actions, circumstances and decisions is kept.</li> <li>• Service users are protected.</li> </ul>
<ul style="list-style-type: none"> <li>• Assisting line manager by monitoring budget for specific area.</li> <li>• Assisting in the planning of elements of expenditure for the team, site or projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Services are achieved within agreed resources.</li> </ul>
<ul style="list-style-type: none"> <li>• Monitoring and reviewing contractor service against Service Level Agreements.</li> </ul>	<ul style="list-style-type: none"> <li>• Service quality and legislative standards are met.</li> <li>• Action is taken on assessed deficiencies.</li> <li>• Service receives value-for-money from outsourced services.</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 advice, guidance and/or direct support, to service users.</li> <li>• Working directly with vulnerable service users.</li> </ul>	<ul style="list-style-type: none"> <li>• Good practice is applied in the service area.</li> <li>• The community and vulnerable individuals are protected.</li> </ul>
<ul style="list-style-type: none"> <li>• Reviewing customer satisfaction with service provided.</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of agreed actions.</li> <li>• Enhanced quality of service.</li> </ul>

<ul style="list-style-type: none"> <li>Gathering information and liaising with colleagues from other agencies on day-to-day matters.</li> </ul>	<ul style="list-style-type: none"> <li>Service users receive the required support in good time.</li> <li>Decisions taken are informed by up-to-date, accurate information.</li> <li>Appropriate actions are taken for the known circumstances.</li> </ul>
<ul style="list-style-type: none"> <li>Acting as a single point of contact that the service user and their family or support network can trust.</li> <li>Supporting individuals and groups in making choices and in navigating their way through the system.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate well planned interventions, when needed, are regularly reviewed and effectively delivered.</li> <li>Overlap and inconsistency with other practitioners is reduced.</li> </ul>
<p><b>Competency measurements</b></p>	
<p>Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.</p>	

<p><b>Qualifications, knowledge, experience and expertise</b></p> <ul style="list-style-type: none"> <li>NVQ Level 3 or equivalent experience or knowledge in the relevant work area.</li> <li>Knowledge of the procedures in the service area and how to apply them.</li> <li>Knowledge of Health and Safety and similar procedures and policies and their application to the work area.</li> <li>Practical experience in 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> <li>Knowledge and experience of care supervision.</li> <li>Some experience of supervising staff and work allocation</li> <li>ICT competent with skills relevant to work area.</li> </ul>
---