

Role Profile Description

Date	January 2015
Purpose	To advise on developing care/support of individuals, groups and communities and review the effectiveness of programmes and activities. To manage complex and higher risk cases.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
Delivering training and advice to other practitioners and managers.	Learning objectives are achieved.
- Contributing to team-working. - Providing instruction, coaching and on-the-job training for colleagues. - Allocating and checking the work of colleagues in the same work area.	- Teamwork is effective. - Colleagues are supported.
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
Formulating and designing development programmes/plans that reflect the needs of individuals, groups and communities.	The requirements of individuals, groups or communities are met in the available programmes/plans.
- Producing plans and delivering initiatives for individuals, groups and communities. - Carrying out duties according to instruction and legal and procedural framework. - Evaluating assessments and plans and/or group support/action plans.	A programme of learning and development and/or care and support is delivered for groups, individuals or communities.
- Conducting complex assessments to recommend the appropriate service. - Exercising judgement in assessing risk to service users or staff.	- 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.

Gathering and preparing information, where appropriate, and monitoring situations, in accordance with specified guidelines.	- The wellbeing and development of all service users is maintained. - Legal remedy is provided and actions are taken on behalf of the local authority.
- Planning interventions to be implemented for complex and higher risk cases/situations, where appropriate. - Reviewing action plans and monitoring risk.	- Assessment of service user requirements is completed. - Service provider is informed of resource need. - Appropriate service is delivered to users. - The risk to individuals and the community is reduced.
Implementing programmes/activities.	Programmes/plans are delivered to the required standards and timescales.
Recording, monitoring and reviewing information.	Complete and accurate 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
- Ensuring delivery of service, at specialist knowledge level, to other practitioners and managers. - Contributing to service plans.	- Awareness of the issues is raised. - Corporate outcomes are influenced.
Monitoring and verifying programmes to identify their effectiveness.	- Standards are maintained and improved. - Any accreditations are maintained. - Actions are taken to correct deficiencies.
- Contributing to knowledge management and making recommendations for improvements. - Cooperating with change.	Changes are implemented and effective.
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
- Contributing to the planning of expenditure for the team, site or projects. - Monitoring and controlling elements of delegated budgets and other resource provisions and assisting in accessing funds from other bodies as required.	Services are achieved within agreed resources.
Organising and co-ordinating internal/external partners to ensure that delivery fits with other existing provisions and service user's needs and resources are used effectively.	- The optimum benefits and efficiencies are achieved from the available resources. - Service user's needs are met. - Service provider is informed of resource need.
Maintaining a record of relevant knowledge, experience, policies and resources.	Programmes are well informed and reflect good practice.
Gathering and collating relevant data.	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
• Providing or overseeing multi-faceted interventions to service users.	• Appropriate intervention to support service users is provided. • Vulnerable individuals are protected.
• Providing advice, guidance, direct support and/or enforcement to service users. Liaising with external and internal partners on day-to-day service issues.	• Conduct and application of good practice in service area is achieved. • Service users are protected.
• Gathering information and liaising with colleagues from other agencies.	• Service users receive the required support in good time. • Decisions taken are informed by up-to-date, accurate information. • Appropriate actions are taken for the known circumstances.
• Acting as a point of contact, that communities, service users, users' parents/carers/guardians and their families, can trust. • Support individuals and groups in making choices and in navigating their way through the system.	• Appropriate well planned interventions take place when needed. • Interventions are regularly reviewed and effectively delivered. • Overlap and inconsistency with other practitioners is reduced.
• Working in partnership with community and voluntary groups, internal and external partners, and potential contact with elected Members, to provide advice on service.	• Stakeholders are informed.
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 and / or professional accreditation is a requirement. • Expert breadth and depth of knowledge regarding the service and relevant legislation. • Specialism acquired through relevant qualification or recognised training programmes. • 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. • 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. • Ability to influence people to change behaviours or make difficult changes. • Ability to cope with significantly challenging behaviour and circumstances. • Political awareness. • Experience of implementing change. • ICT competent with skills relevant to the work area.