



Job Family Role Profile Description

Date: January 2015

Job Family: People, Care and Development

Job Profile: PCD12ii

Purpose: To advise on developing and implementing care/support programmes for individuals, groups and communities. To manage complex and high risk cases.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Delivering training and advice to other practitioners and managers.

End Result:

- Learning objectives are achieved.

Accountable For:

- Contributing to team-working.
- Providing instruction, coaching and on-the-job training for colleagues.
- Assisting in allocating and checking the work of colleagues in the same work area.

End Result:

- Teamwork is effective.
- Colleagues are supported.

Competency Measurement

- Actively develop relationships through regular communication and promote effective team working.
- Promote council goals.

Making Things Happen / Delivering Results

Accountable For:

- Developing and agreeing a course(s) of action covering the short- and medium-terms.
- Carrying out duties according to instruction and legal and procedural framework.

End Result:

- Programmes and activities are delivered to an agreed schedule that has service user commitment.

Accountable For:

- Conducting complex assessments to recommend the appropriate service.
- Undertaking complex and high risk needs analysis and developing support/action plans.
- Exercising judgement in assessing risk to service users or staff.

End Result:

- 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.

Accountable For:

- Planning interventions and actions for assigned complex / high risk cases.
- Reviewing action plans and monitoring risk.

End Result:

- Requirements are assessed.
- Appropriate support is delivered.
- The safety and wellbeing of vulnerable users and public is maintained.

Accountable For:

- Assessing, planning and delivering individual and/or group support/action plans.

End Result:

- Programmes/plans are delivered to the required standards and timescales.

Accountable For:

- Recording, monitoring and reviewing case information

End Result:

- Complete and accurate case records are maintained.

Competency Measurement

- 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:

- Ensuring delivery of service, at specialist knowledge level, to other practitioners and managers.

End Result:

- Awareness of the issues is raised.
- Corporate outcomes are influenced.

Accountable For:

- Monitoring and verifying programmes to identify their effectiveness.

End Result:

- Standards are maintained and improved.
- Any accreditations are maintained.
- Actions are taken to correct deficiencies.

Accountable For:

- Making recommendations for improvements.
- Cooperating with change.

End Result:

- Changes are implemented and effective.

Competency Measurement

- Look ahead - anticipate obstacles and take action to avoid crisis.
- Think ahead to identify opportunities to achieve better outcomes.

Managing Resources

Accountable For:

- Contributing to the planning of expenditure for the team, site or projects.
- Monitoring and controlling elements of delegated budgets and assisting in accessing funds from other Bodies.
- Working with internal and external colleagues - sharing and co-ordinating resources.

End Result:

- Services are achieved within agreed resources.

Accountable For:

- Liaising and co-ordinating with internal/external partners to ensure that delivery fits with other existing provisions and service user's needs.

End Result:

- The optimum benefits and efficiencies are achieved from the available resources.
- Service user's needs are met.
- Service provider is informed of resource need.

Accountable For:

- Maintaining a record of relevant knowledge, experience, policies and resources.

End Result:

- Programmes are well informed and reflect good practice.

Accountable For:

- Gathering and collating relevant data..

End Result:

Records are complete and accurate.

Competency Measurement

- 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:

- Providing multi-faceted interventions to service users.

End Result:

- Appropriate intervention to support service users is provided.
- Vulnerable individuals are protected.

Accountable For:

- Providing advice, guidance, direct support and/or enforcement to service users using defined policies, procedures and working practices.
- Liaising with external and internal partners on day-to-day service issues.
- Working directly with vulnerable service users as required.

End Result:

- Conduct and application of good practice in service area is achieved.
- Service users are protected.

Accountable For:

- 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.

End Result:

- Appropriate well planned interventions take place when needed.
- Interventions are regularly reviewed and effectively delivered.
- Overlap and inconsistency with other practitioners is reduced.

Competency Measurement

- 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 skill.
- 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 and skills relevant to work area.