

Job Family Role Profile Description

Date: January 2015

Job Family: People, Care and Development

Job Profile: PCD3

Purpose: To support the delivery of services to individuals and/or groups of people.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Prioritising own activities within a series of allocated tasks.

End Result:

- Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality.
- The team plan is met.

Accountable For:

- Contributing to team-working.
- Supporting and guiding less experienced staff, if required.

End Result:

- Teamwork is effective.
- Colleagues are supported.

Competency Measurement

- 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:

- 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.

End Result:

- The programme/activity takes place to required content and standards.
- The needs of the identified service users are met.

Accountable For:

- Keeping routine records and reporting relevant issues to the appropriate person / department / agencies.

End Result:

- The impact on the individual/group can be assessed.
- Current information about service user is up-to-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 Measurement

- 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:

- Making recommendations for improvement.
- Cooperating with change.

End Result:

- Improvements are identified and implemented.

Competency Measurement

- Open-minded about new ways of working and committed to make improvements.

Managing Resources

Accountable For:

- 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.

End Result:

- Materials and equipment are effectively delivered and in working order, to enhance the programme/activity.

Competency Measurement

- Understand that all actions have a cost, so use resources efficiently.

Customer and Community Focused

Accountable For:

- Providing tailored assistance to service users, typically on a one-to-one basis, including some who may have challenging behaviour.

End Result:

- Service users' needs are met.
- Service is delivered effectively.

Accountable For:

- Providing personal and/or health care to service users, as appropriate, supervised by specialist, qualified staff.

End Result:

- 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.

Accountable For:

- 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.

End Result:

- Users receive accurate signposting.
- People know how to obtain the service and the assistance they need.

Competency Measurement

- Respond to customer needs; deal with customers in a courteous, timely and professional manner.

Qualifications, Knowledge, Experience and Expertise

- 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.