

Job Family Role Profile Description

Date: January 2015

Job Family: People, Care and Development

Job Profile: PCD4

Purpose: To deliver a range of learning/skills and/or personal/practical support to meet basic needs for individuals and/or groups.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Prioritising own activities within a series of allocated tasks.

End Result:

- Deadlines and work cycles are met.
- Work is completed for the team, to the required standard and quality.
- The team plan is met.
- Good use of own time is demonstrated.

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:

- Implementing a defined programme/activity/plan within a specified timescale.
- Carrying out duties in accordance with instructions, standards and procedures.

End Result:

- The needs of the identified service users are met.

Accountable For:

- Assisting in planning and preparing a specific programme or activity.
- Planning and delivering daily tasks to ensure service delivery.

End Result:

- The programme or activity is delivered effectively.

Accountable For:

- Maintaining records.
- Reporting on service users' circumstances, referring non-standard situation appropriately.

End Result:

- Records are maintained in an accurate and complete manner, and in the required format.
- The outcomes of the programme/plan are reviewed and assessed.
- Current information about the service users is maintained. The relevant responsible authority is informed, when necessary.
- Meet the changing needs of service users.
- 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:

- Monitoring and assessing the activity / programme / plan for continued positive impact
- Cooperating with change and liaising with line management on routine and non routine/non- standard issues.

End Result:

- Delivery is effective.
- Content is revised appropriately.
- The impact on the individual/group is successful.

Accountable For:

- Making recommendations for improvement

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:

- Coordinating the use of resources with internal and external colleagues engaged in delivering the programme.
- Handling cash, including client monies.
- Identifying, requesting and using the resources as necessary.

End Result:

- Complementary skills and resources are used effectively to enhance the programme/activity/plan and achieve value-for- money.
- Service users' needs are met.

Accountable For:

- Ensuring preparation of the environment and assessing and managing risks.
- Using equipment relevant to the work area.

End Result:

- The venue supports learners/users.
- Risks/hazards are identified.

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:

- Acting as a first point of contact and providing initial judgement on how to meet the service user needs.
- Working directly with service users / service user groups in areas of activity that are closely defined by policy, procedure and working practice.
- Referring relevant matters / information to the manager.
- Communicating with service users' parents / carers / guardians and others involved in their wellbeing.
- Cooperating with, and providing information to external agencies.

End Result:

- The health and safety of users is supported.
- Cases are escalated, or standard procedures are followed, to reduce immediate risks.
- Support to service users is deployed immediately, when appropriate.
- Service users' cases are escalated, to ensure the appropriate advice/care is given

Competency Measurement

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

Qualifications, Knowledge, Experience and Expertise

- NVQ Level 2 or equivalent experience or knowledge in the relevant work area.
- Committed to ongoing personal development.
- Knowledge of the procedures in the service area and how to apply them.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Practical experience in the workplace with vulnerable and / or young people, to understand risk and safety hazards.
- Knowledge of how best to deal with and refer emergencies and non-standard cases.
- Ability to cope with significantly challenging behaviour and circumstances.