



Job Family Role Profile Description

Date: January 2015

Job Family: People, Care and Development

Job Profile: PCD8ii

Purpose: To deliver standard and non-standard service/support to individuals and groups to improve community and/or service users' wellbeing and/or skills.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Delivering training and advice to other practitioners and managers.
- Coaching staff in standard procedures.

End Result:

- Learning objectives are achieved.

Accountable For:

- Contributing to team-working.
- Supporting and guiding less experienced staff, if required, including overseeing colleagues undertaking associated or support duties.

End Result:

- Teamwork is effective.
- Colleagues are supported.
- Tasks are carried out accurately and efficiently, within agreed timeframes.
- Interventions are appropriately conducted.

Competency Measurement

- Relate and work well with others and know own role within the council.
- Challenge poor performance in others.

Making Things Happen / Delivering Results

Accountable For:

- Developing and agreeing a course of action covering the short- and medium-terms.
- Carrying out duties according to instruction and legal and procedural framework.
- Assuring effective and appropriate service delivery.

End Result:

- Programmes and activities are delivered to an agreed schedule that has service user commitment.
- Programmes/activities are delivered in a well- structured manner.

Accountable For:

- Initiating assessments and plans.
- Conducting standard and non-standard assessments to recommend the appropriate service.
- 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.

Accountable For:

- Gathering information to investigate and analyse need and to develop support / action plans.

End Result:

- Appropriate programme/plan is developed.
- Content and programme priorities are established.

Accountable For:

- Planning and adapting interventions and actions for assigned work, including disruptions to planned work.
- Planning and delivering individual and / or group support / action plans.

End Result:

- Requirements are assessed.
- Appropriate support is delivered.
- Service provider is informed of resource need.
- The safety and wellbeing of vulnerable users and the public is maintained.

Accountable For:

- Recording, monitoring and reviewing case information.

End Result:

- Complete and accurate case records are maintained.

Competency Measurement

- 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.

Service Improvement and Innovation

Accountable For:

- Meeting with customers/partners to review service delivery and resolve problems.

End Result:

- Service improvement ideas are put forward.
- Customers/partners are satisfied.

Accountable For:

- Making recommendations for improvement.
- Cooperating with change.

End Result:

- Improvements are identified and implemented.

Competency Measurement

- Express ideas effectively and question the traditional way of doing things.
- Look for fresh approaches to improve service delivery.

Managing Resources

Accountable For:

- • Contributing to work planning and resource allocation.

End Result:

- Resources are organised and used effectively.

Service provider is informed of resource need.

Accountable For:

- Reporting comprehensive and accurate case and other information and observations to line management.

End Result:

- Required support is delivered to service users.
- Up-to-date user information is generated.
- The relevant responsible authority is informed.

Accountable For:

- Establishing and maintaining communication channels with other relevant programme and activity leaders and others, as required.
- Working with internal and external colleagues - sharing and coordinating resources.

End Result:

- Programmes are compatible and complementary with each other.
- Best use is made of resources to achieve value- for-money.

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

- 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.

Customer and Community Focused

Accountable For:

- Providing standard and non-standard interventions, such as advice, guidance and direct support to service users.
- Working directly with vulnerable service users.

End Result:

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

Accountable For:

- Acting as a single point of contact, that communities, service users, users' parents/carers/guardians and their families, can trust.
- Working directly with service users in areas of activity in accordance with policy, procedure and working practice.
- Supporting individuals and groups in making choices and in navigating their way through the system.
- Liaising with external and internal partners on day-to-day service issues.

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

- Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.

Qualifications, Knowledge, Experience and Expertise

- NVQ Level 4 or equivalent and/or experienced in the relevant work area.
- Knowledge of service area, policies and procedures and how to apply them.

- Working knowledge of relevant legislation.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Practical experience in workplace with vulnerable and / or young people, to understand risk and safety hazards.
- Knowledge of how best to deal with emergencies and non-standard cases.
- Ability to cope with significantly challenging behaviour and circumstances.
- ICT competent with skills relevant to the workplace