Glasgow City Council
Role Profile Description

Date	**May 2006**
Family	**Social Renewal, Learning and People Development**
Role profile Level Number	2
Reporting line (general)	
Purpose	
To develop the basic capacity of people or groups of people.	
Work area statement	
Action	**End Result**
Planning	
Plan and prepare a specific programme/activity in a straightforward subject/area.	• The programme is delivered effectively
Implementation	
Implement a defined programme/ activity within a specified timescale.	• The need of the identified client or client group needs are met.
Co-ordination	
Co-ordinate with others engaged in delivering the programme/activity.	• Complimentary skills and resources are used effectively to enhance the programme/activity
Design	
Tailor the programmes and individual activities.	• The different needs of individuals and individual groups are met
Service needs analysis	
Monitor the activity/programme.	• Delivery is effective, • Content is revised appropriately • The impact is established on the individual/group
Records	
Maintain records of the service provided.	• Records are maintained in an accurate and complete manner in the required format • Review and assess the outcomes of the programme

Nature of contacts and relationship (who and the nature of the communications)
Working directly with clients including children, parents and vulnerable adults in areas of activity which are closely defined by policy procedure and working practice.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Generally working in Council premises, may involve dealing with challenging behaviour and provide intimate and personal care.
Procedural Context (creativity, discretion, impact)
Duties are carried out in accordance with instructions and procedures.
Key facts and figure ranges (include likely size of any team managed)
Client responsibilities are defined by operational constraints – no management or budget responsibilities.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
A vocational qualification relevant to the work area.
Work knowledge
Ability to communicate with clients who may have communication difficulties.
Work skills and equipment operated
Ability to use equipment relevant to the work area (sports, workshop, outdoor).
Key Competency Requirement

	Competency	Level
1	Self development	2
2	Forward Thinking	1
3	Communicating	1
4	Customer Orientation	1
5	Motivation	1
6		
7		
8		