

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	1A

PURPOSE

To provide direct prescribed personal and practical support to service users and provide customers and colleagues with full and accurate information about the user's situation.

ROLE ACCOUNTABILITY	END RESULT
Practical Support	
Provide practical assistance to service users.	• Environmental hygiene of vulnerable service users • Sustenance of vulnerable service users
Personal Support	
Provide intimate personal care to vulnerable service users.	• Service users' health and maintenance of their personal hygiene
Guidance	
Inform service users how to contact the relevant service/person that can offer assistance.	• Accurate sign posting to users • People know how to obtain the service and assistance they need
Reports	
Report on service users' circumstances where necessary from the users' location.	• Current information about user is up to date • The relevant responsible authority is informed • Customers' changing needs are met within an appropriate elapsed time • Maintenance of vulnerable service users' health and safety
Relationships	
Develop and maintain professional relationships with clients and users	• Professional service provision

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Works directly with clients in receipt of social work/care services and their extended social network. Supervisors to receive direction and provide report. Care professional to exchange information
Working Environment Context (physical, disagreeable, health and safety aspects)
May involve dealing with physical challenging behaviour. Dispersed location and environment. Unpredictable work environment – may involve visiting people in their homes prior to assessment. Handling and manoeuvring of service users for transit (e.g. wheelchair users).
Creativity; discretion; impact: concentration
Carry out duties according to instruction and standard procedure. Refer non-standard situations elsewhere. Deal with immediate emergency situations.
Planning requirement
Following a precise care plan
Key facts and figure ranges (include likely size of any team managed)
Typically one-to-one interaction with service users and some small groups.
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
No formal core skills qualifications necessary. Induction training (up to 2 weeks) including policy, procedures and basic health and safety. Basic reading and writing. Ability to achieve SVQ2
Equipment operated and essential skills
Domestic Appliances and moving and handling equipment and assistive technology