

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	5A

PURPOSE

To determine care packages/support plans and/or manage allocated work and cases to maintain or improve the wellbeing of service users.

ROLE ACCOUNTABILITY	END RESULT
Risk Management	
Conduct standard assessments of service users' circumstances and issues to determine referral to the appropriate service.	• Identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Case Management	
Plan and implement interventions and actions for cases assigned and report back comprehensive and accurate information and observations. Assist in complex cases under supervision	• Delivery of appropriate support to service user • Current information about user is up to date, proper format and location • The relevant responsible authority is informed • Health, safety and wellbeing of vulnerable users and public • Provide compliance information and act on behalf of local authority
Personal and Practical Assistance	
Provide or arrange direct care to service users to match priorities of demand and available resources.	• Provision of timely practical and personal care to service users • Optimal and efficient use of resources
Health Care	
Provide health care to service users guided by qualified health service staff.	• Service users receive the appropriate medication and care in line with professional health staff's instructions and standard procedures • Preserve life, health and safety of service user
Guidance	
Provide standard interventions such as advice, guidance and direct support to service users.	• Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Relationships	
Gather information and liaise with colleagues from other agencies on day-to-day matters.	• Service users receive required support in good time • Decisions taken are informed by up to date, accurate information • Actions taken are appropriate to the known circumstances

Rehabilitation	
Provide coaching and rehabilitation support to service users.	• Encouragement of service users to achieve full potential • Improved health and independence in service users • Service users access services
Reports	
Prepare standard reports.	• Existence of clear record of actions, circumstances and decisions

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Works directly with service users. Liaises with external and internal partners on day-to-day service issues.
Working Environment Context (physical, disagreeable, health and safety aspects)
May involve dealing with challenging behaviour. Unpredictable work environment – may involve visiting people in their homes prior to assessment. Work dispersed - including office, home visits and/or institutions. May involve isolated working outside core hours.
Creativity; discretion; impact: concentration
Carry out duties according to instruction and standard procedure. Likely to involve disruption to planned work. Exercise degree of judgement in assessing risk to service users or staff.
Planning requirement
Plans and organises interventions and actions and co-ordinate with other agencies to deliver service.
Key facts and figure ranges (include likely size of any team managed)
No formal supervisory responsibilities and may control a small devolved budget to pursue specific initiatives.
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.)
Combined HNC/SVQ3 or equivalent Breadth and depth of knowledge of service Social Work/OT Diploma Understanding of relevant legislation
Equipment operated and essential skills
Computer literacy and working knowledge of database management. Comfortable engaging with people.