Glasgow City Council

Role Profile Description

Date	**June 2006**
Family	**People care and support**
Role profile Level Number	**2**
Reporting line (general)	**Typically reports to level 3 or manager**
Purpose	
To provide personal and practical assistance to service users and provide customers and colleagues with full and accurate information about the user's situation.	
Work area statement	
Action	**End Result**
Personal Assistance	
Provide intimate personal care to vulnerable service users.	• Support of service users' health and maintenance of their personal hygiene
Provide health care to service users supervised by qualified health service staff.	• Service users receive the appropriate medication and care in line with professional medical staff's instructions and standard procedures • Preserve life, health and safety of service user
Practical Assistance	
Provide practical assistance to service users including shopping, meal preparation and housework.	• Maintenance of the environmental hygiene of vulnerable service users • Assure sustenance of vulnerable service users • Ensure availability of domestic supplies
Case management	
Report on service users' circumstances from the users' location and pass on basic information relevant to appropriate responsible person.	• Current information about user is up to date and accurate • The relevant responsible authority is informed • Customers' changing needs are met within an appropriate elapsed time • Maintenance of vulnerable service users' health and safety
Guidance	
Inform service users how to contact the relevant service/person that can offer assistance.	• Provide accurate sign posting to users • People know how to obtain the service and assistance they need
Work planning	
Plan and organise allocated work to be completed within the allotted time.	• Set tasks complete to standards, time and quantity
Instruct and guide colleagues in the distribution and conduct of work in the team.	• Work is of the team is given fairly to team members • The team's tasks complete to standards and quantity

Nature of contacts and relationship (who and the nature of the communications)
Works directly with vulnerable service users. Typically works with routine, regular customers. May communicate with service users' guardians and others responsible for their wellbeing (e.g. parents/head teachers).
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
May involve dealing with significantly challenging behaviour. May involve providing intimate personal care. May involve administering basic routine medical care. Dispersed location and environment. Lifting and manoeuvring of equipment such e.g. wheelchairs, Zimmer frames, bath lifts.
Procedural Context (creativity, discretion, impact)
Carry out duties according to instruction and standard procedure. Refer non-standard situations elsewhere. Deal with immediate emergency situations and use own initiative in dealing with service users day-to-day and immediate requirements.
Key facts and figure ranges (include likely size of any team managed)
Typical number of concurrent assignees – typically one-to-one interaction with service users and some small groups. Typically assist up to 30 service users per day. Could assist up to 250 service users in a hostel environment. Will provide basic instruction and guidance to other team members as appropriate.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
SVQL2 desirable or equivalent experience. Induction training (2-4 weeks) including policy, procedures and basic health and safety. Training by qualified medical practitioner to administer medication and routine medical care. Basic reading and writing . May involve contingent health care training or ½ day training to learn basic First Aid
Work knowledge
Practical experience in workplace with fragile and vulnerable people to understand safety hazards. Knowledge of where to refer emergencies and non-standard cases. Ability to cope with significantly challenging behaviour.
Work skills and equipment operated
Medical equipment such as wheelchairs, Zimmer frames, bath lifts.
Key Competency Requirement

	Competency	Level
1	Customer Orientation	1
2	Attitude to Change	1
3	Communication	1
4	Motivation	1
5	Decision Making	1
6	Forward Thinking	1

Origination: