

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	7A

PURPOSE

To manage cases at an advanced level and provide professional support and consultation to colleagues.

ROLE ACCOUNTABILITY	END RESULT
Risk Management	
Assess and manage the risk associated with assigned cases.	- Determine any hazards that exist or that may develop - Take proper action to mitigate to immediate risk and control future risk potential - Reduction of risk to the health and safety of staff and service users
Assessments	
Conduct assessments in very complex or higher risk cases.	- Identification of service users' needs - Provision of appropriate intervention to support service users - Protection of vulnerable individuals
Case Management	
Plan and implement intervention for very complex and higher risk cases.	- Proper assessment of user requirements - Service provider informed of resource need - Appropriate intervention delivered to service user(s) - Health, safety, wellbeing and reduction of risk to individuals and the community
Health Care	
May 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
Service Delivery	
Supervise, control and review the progress of allocated cases.	- Provision of proper, appropriate and timely intervention to support service users - Optimal and efficient use of resources - Take action on deficiencies assessed
Development	
Advise and support the learning and personal development, including the assessment of professional practice, of practitioners in training and colleagues.	- Career progression of suitably experienced and qualified individuals within the service - Meeting of quality, national and legislative standards

Guidance	
Provide advice, guidance, direct support and/or enforcement to service users.	• Proper conduct and application of good practice in service area • Protection of the community and vulnerable individuals
Prepare material and act as witness and/or Officer of the Court when required.	• Provision of evidence to support the well-being and security of vulnerable individuals • Provision of information concerning conduct and actions of service providers • Provision of professional advice to lawyers
Relationships	
Liaise with other agencies on operational issues and deliver service in partnership.	• Quality, integrated service delivered to service users • Optimum and effective provision of services
Planning	
Identify necessary resources to deliver service and recommend deployment of resources in own service area.	• Delivery of appropriate level of support for service users within policy guidelines • Assure protection of vulnerable individuals in assigned service area • Realistic work distribution for staff
Business Improvement	
Contribute towards developing local, national and professional policy, standards and procedure.	• Enhanced quality of service • Influence and lobbying of future policy • Represent the Council's formal view

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Work directly with service users particularly in complex cases. Monitor the delivery of service in own field. Coordinate responses from other agencies on operational issues and deliver service in partnership. Elected Members to provide information on cases and services. Court as expert witness.
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. Likely to involve isolated working outside core hours.
Creativity; discretion; impact: concentration
Use initiative to deal with individual cases on an immediate basis. Exercise expert judgement in assessing risk to service users or staff.
Planning requirement
May contribute to group service plan and assess performance and report on outcomes.
Key facts and figure ranges (include likely size of any team managed)
No supervisory responsibility but provides professional support and consultation to colleagues.
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.)
Professional qualification, plus post qualifying qualification or equivalent in social work practice. Expert knowledge of service area. Working knowledge of relevant legislation.
Equipment operated and essential skills
Computer Software and MIS packages