

Glasgow City Council

Role Profile Description

Date	May 2006
Family	People care and support
Role profile Level Number	1
Reporting line (general)	Typically reports to level 3
Purpose	
To provide practical assistance to vulnerable service users and provide customers and colleagues with full and accurate information about the user's situation.	
Work area statement	
Action	End Result
Escorting	
Escort and supervise service users when travelling.	• Ensure service users' safe and logistically sound transit
Administer medication and provide a safe location in an emergency situation.	• Deliver established First Aid procedures • Preserve 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	
Take basic information relevant to the users' circumstances and pass on to appropriate responsible person.	• Support the appropriate actions of others based on up to date, accurate information • Provision of an integrated service for users
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

Nature of contacts and relationship (who and the nature of the communications)		
Works directly with vulnerable service users. Communicates 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 physical challenging behaviour. Dispersed location and environment. Unpredictable work environment – may involve visiting people in their homes prior to assessment. Lifting and manoeuvring of service users for transit (e.g. wheelchair users).		
Procedural Context (creativity, discretion, impact)		
Carry out duties according to instruction and standard procedure. Refer non-standard situations elsewhere. Deal with immediate emergency situations.		
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.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
No formal qualifications necessary. Induction training (up to 1 week) including policy, procedures and basic health and safety. 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.		
Work skills and equipment operated		
May involve manoeuvring wheelchairs for transit.		
Key Competency Requirement		
	Competency	Level
1	Customer Orientation	1
2	Attitude to Change	1
3	Communication	1
4	Motivation	1
5	Forward Thinking	1