

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	3A

PURPOSE

To assess, coordinate and develop/deliver users immediate personal care packages/support plans.

ROLE ACCOUNTABILITY	END RESULT
Risk Assessment	
Assess risk and circumstances of cases, act as first point of contact and provide initial judgement for service users and providers.	• Determine any hazards that exist or that may develop • Provision of an immediate appropriate advice and assistance to service user • Escalate case or follow standard procedures to reduce immediate risk • Reduction in risk to health and safety of staff and service users
Case management	
Report on service users' circumstances and contribute to ongoing assessment	• 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
Practical Assistance	
Provide practical assistance to service users including shopping, meal preparation and housework.	• Environmental hygiene of vulnerable service users • Sustenance of vulnerable service users • Availability of domestic supplies
Personal Assistance	
Provide intimate personal care and social care to vulnerable service users.	• Health, safety and personal hygiene of the individual • Service users receives the appropriate medication and care
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
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

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
Relationships	
Liaise with other agencies and colleagues on relevant operational issues and co-ordination of service between service areas.	• Delivery of appropriate services to service users • Actions of internal and external colleagues are informed by up to date, accurate information
Reports	
Prepare standard reports for internal use.	• Existence of clear record of actions,

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. Care professional to exchange information and inform care planning.
Working Environment Context (physical, disagreeable, health and safety aspects)
May involve dealing with challenging behaviour. May involve providing intimate personal care. May involve administering basic routine medical care. Likely to involve both office and dispersed working. May involve working within a residential and day care environment.
Creativity; discretion; impact: concentration
Carry out duties according to instruction and standard procedure. Exercise degree of judgement in assessing immediate risk to service users or staff.
Planning requirement
Contribute to individual care and support plans.
Key facts and figure ranges (include likely size of any team managed)
No formal supervisory responsibilities.
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.)
SVQ2 or equivalent experience Reading and writing
Equipment operated and essential skills
May involve using medical equipment such as wheelchairs, Zimmer frames, bath lifts. Basic Computer usage