

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	6A

PURPOSE

To manage a range of complex cases in supporting users in the community.

ROLE ACCOUNTABILITY	END RESULT
Client 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 and review assessments in a range of circumstances.	• Identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Case Management	
Plan and implement intervention for the assigned portfolio of 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

Guidance	
Provide advice, guidance, and direct support to service users investigating and referring particularly complex and high risk situations to relevant authority.	• Provision 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 service delivery within established practice and precedent.	• Optimum and effective provision of services to service users in good time • Decisions taken are informed by up to date, accurate information • Actions taken are appropriate to the known circumstances
Reports	
Prepare standard reports for use internally and by other agencies.	• 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. Coordinate responses from other agencies on standard operational 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. Likely to involve isolated working outside core hours.
Creativity; discretion; impact: concentration
Use initiative to deal with relatively straightforward individual cases on an immediate basis. Exercise experienced practical judgement in assessing risk to service users or staff. Likely to involve disruption to planned work.
Planning requirement
Planning interventions to meet service user need (potentially against their wishes) and service delivery within a specific area.
Key facts and figure ranges (include likely size of any team managed)
Typically deal with 20-30 cases at any one time.
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.)
Typically needs a registered professional Social Work/OT or equivalent qualification. Degree in Social Work or Occupational Therapy. May be certified to work in child protection and/or mental health.
Equipment operated and essential skills
Software packages