Glasgow City Council

Role Profile Description

Date	**May 2006**
Family	**People care and support**
Role profile Level Number	**4**
Reporting line (general)	**Typically reports to level 5 or 6**
Purpose	
To manage straightforward cases to maintain or improve the wellbeing of service users.	
Work area statement	
Action	**End Result**
Client Risk Management	
Conduct standard assessments of service users' circumstances and issues to recommend referral to the appropriate service.	• Identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Case management	
Plan interventions and actions for cases assigned and report back comprehensive and accurate information and observations from the field.	• Delivery of appropriate support to service user • Current information about user is up to date, proper format and location • The relevant responsible authority is informed • Health, safety and wellbeing of vulnerable users and public • Provide compliance information and act on behalf of local authority
Assist on complex cases, carrying out tasks delegated by supervising practitioner.	• Improved support of service users • Effective assistance to colleagues • Efficient resourcing of user cases • Professional development of practitioner
Guidance	
Provide standard interventions such as advice, guidance and direct support to service users.	• Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Organise and run standard interventions with various groups and sections of the community.	• Behavioural change and social rehabilitation of individuals • Improved security and well-being within the community
Reports	
Prepare standard reports for internal use.	• Existence of clear record of actions, circumstances and decisions • Prepared in required format and maintained in proper location
Service Delivery	
Organise and deploy staff to provide direct care to service users to match priorities of demand and available resources.	• Provision of timely practical and personal care to service users • Optimal and efficient use of resources

People Management	
Support and guide more junior, auxiliary and/or voluntary staff.	• Tasks are carried out accurately and efficiently within agreed timeframes. • Interventions are appropriately conducted
Relationships	
Gather information and liaise with colleagues from other agencies on day-to-day matters.	• Service users receive required support in good time • Decisions taken are informed by up to date, accurate information • Actions taken are appropriate to the known circumstances

Nature of contacts and relationship (who and the nature of the communications)
General supervision of own staff. Works directly with vulnerable service users. Liaises with external and internal partners (at an equivalent level) on day-to-day service issues.
Working Environment Context (disruption, 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 disruption to planned work. Likely to involve isolated working outside core hours. May involve some lifting.
Procedural Context (creativity, discretion, impact)
Carry out duties according to instruction and standard procedure. Exercise degree of judgement in assessing risk to service users or staff.
Key facts and figure ranges (include likely size of any team managed)
Typically deal with 20-30 cases at any one time. Likely to supervise and guide 1-2 staff (no performance management or control).
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
SVQ L3 / HNC or equivalent. Breadth and depth of knowledge of service.
Work knowledge
Understanding of relevant legislation. Computer literacy and working knowledge of database management. Comfort engaging with people.
Work skills and equipment operated
Use of specialist equipment. Assessment and investigation skills. Administrative skills.
Key Competency Requirement

	Competency	Level
1	Influencing	1
2	Communication	2
3	Customer Orientation	2
4	Collaboration	1
5	Initiative	1
6		