

Glasgow City Council

Role Profile Description

Date	May 2006
Family	People care and support
Role profile Level Number	5
Reporting line (general)	Typically reports to level 6 or 7
Purpose	
To manage a range of cases and supervise others in maintaining and improving the well-being and security of service users and the community.	
Work area statement	
Action	End Result
Client Risk Management	
Assess and manage the risk associated with assigned cases.	<ul style="list-style-type: none">• 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
Conducts and reviews assessments in a range of straightforward circumstances.	<ul style="list-style-type: none">• Identification of service users' needs• Provision of appropriate intervention to support service users• Protection of vulnerable individuals
Case management	
Plan intervention to be implemented for the assigned portfolio of cases.	<ul style="list-style-type: none">• 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
Assist on complex cases and the preparation of case information for Public access.	<ul style="list-style-type: none">• Improved support of service users• Effective assistance to colleagues• Maintenance of complete and accurate case records and data confidentiality• Provide legal information for local authority
Guidance	
Provide advice, guidance, direct support to service users investigating and referring complex and high risk situations to relevant authority.	<ul style="list-style-type: none">• Provision of good practice in service area• Protection of the community and vulnerable individuals
Support the preparation of material required by colleagues acting as expert witness and Officer of the Court.	<ul style="list-style-type: none">• Provision of legal evidence to support the well-being and security of vulnerable individuals or the community• Provision of information concerning conduct and actions of the service provider
Relationships	
Liaise with other agencies on straightforward operational issues and service delivery.	<ul style="list-style-type: none">• 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 internal use.	<ul style="list-style-type: none"> • Existence of clear record of actions, circumstances and decisions • Prepared in required format and maintained in proper location
Service Delivery	
Supervise, control and review the delivery of service by staff and contractors in own service area.	<ul style="list-style-type: none"> • Provision of proper, appropriate and timely intervention to support service users • Optimal and efficient use of resources • Take action on deficiencies assessed
People Management	
Organise, supervise and motivate a small team of staff.	<ul style="list-style-type: none"> • Ensure that the team deliver the required outputs within resources allocated • Interventions are appropriately conducted

Nature of contacts and relationship (who and the nature of the communications)		
Works directly with vulnerable service users. Supervise the delivery of service by staff in own field. Coordinate responses from other agencies on standard operational 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)		
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. Confidentiality required.		
Key facts and figure ranges (include likely size of any team managed)		
Supervise small team of level 4 staff. Typically deal with 20-30 cases at any one time.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
SVQ L3 / HNC or equivalent. Breadth and depth of knowledge of service with extensive practical application. May have registered qualification.		
Work knowledge		
Expert breadth and depth of knowledge regarding the service. Understanding of relevant legislation. Computer literacy and working knowledge of database management. Comfort engaging with people.		
Work skills and equipment operated		
Assessment and investigation skills. Administrative skills. Use of specialist equipment.		
Key Competency Requirement		
	Competency	Level
1	Influencing	1
2	Communication	2
3	Customer Orientation	2
4	Collaboration	2
5	Initiative	2
6		
7		
8		