Glasgow City Council

Role Profile Description

Date	**May 2006**
Family	**People care and support**
Role profile Level Number	**3**
Reporting line (general)	**Typically reports to a manager**
Purpose	
To assess, coordinate and take action upon the immediate provision of personal and practical assistance to the service user.	
Work area statement	
Action	**End Result**
Client Risk Management	
Assess risk and circumstances of cases reported from the field, 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 from the users' location.	• 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
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
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

Personal assistance	
Organise or provide intimate personal and health care to vulnerable service users.	• Maintenance of the health, safety and personal hygiene of the individual • Service users receives the appropriate medication and care in line with professional medical staff's instructions and standard procedures
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
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
Provide basic coaching and rehabilitation support to service users.	• Encouragement of service users to apply good practices • Improved health and independence in service users

Nature of contacts and relationship (who and the nature of the communications)
May co-ordinate the deployment of staff. Works directly with vulnerable service users. May act as first point of contact internally.
Working Environment Context (disruption, 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.
Procedural Context (creativity, discretion, impact)
Carry out duties according to instruction and standard procedure. Exercise degree of judgement in assessing immediate risk to service users or staff.
Key facts and figure ranges (include likely size of any team managed)
Typically deploys and coordinates up to 10 people during the day.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
SVQ L2 desirable or equivalent experience. Reading and writing. Supervisory skills training (modular, internal course).
Work knowledge
Practical experience in workplace with fragile and vulnerable people to understand safety hazards. Experience at level 2 or of working with a similar client group. Knowledge of general council procedures and care standards.
Work skills and equipment operated
May involve using medical equipment such as wheelchairs, Zimmer frames, bath lifts.
Key Competency Requirement

	Competency	Level
1	Initiative	1
2	Communication	1
3	Decision Making	1
4	Customer Orientation	2
5	Motivation	1
6		
7		
8		