Role Profile

Date	**1 June 2007**
Family	**Social Care**
Role Profile Level	**7U**

PURPOSE
To manage a unit in the community including resource deployment and service provision.

ROLE ACCOUNTABILITY	**END RESULT**
Risk Management	
Oversee the assessment and management of support plans.	• 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	
To ensure assessments are carried out and appropriate records maintained.	• Identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Case Management	
Review/oversee the implementation of interventions including those in complex or high risk circumstances.	• 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	
Oversee 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 develop the delivery of service in own service area/unit.	• 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, develop and motivate a team of staff. • Plan and allocate staff resources • Performance management • Discipline and grievance • Training requirements • Absence management • Recruitment and selection	• Positive climate • Team members develop their skills and knowledge and are capable of achieving the required performance • Achievement of work objectives • HR policies and procedures met

Development	
Advise and support the learning and personal development of colleagues and staff in training.	• Career progression of suitably experienced and qualified individuals within the service • Meeting of quality, national and legislative standards
Guidance	
Provide advice, guidance and support to service users.	• Proper conduct and application of good practice in service area • Protection of the community and vulnerable individuals
Relationships	
Liaise with other agencies on operational issues and deliver service in partnership.	• Quality, integrated service delivered to service users • Optimum and effective provision of services
Planning	
Identify necessary resources to deliver service and recommend deployment of resources in own service area/unit.	• Delivery of appropriate level of support for service users within policy guidelines • Assure protection of vulnerable individuals in assigned service area • Realistic work distribution for staff
Finance	
Draft budget for area and implement and monitor the approved budget.	• Accurate & complete data, on time • Costs kept within target • Correct income received and banked
Business Improvement	
Contribute towards developing local policy, standards and procedures.	• Enhanced quality of service • Influence and lobbying of future policy • Represent the Council's formal view

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
May work directly with service users particularly in complex cases. Supervise the delivery of service by staff in own area/unit. Coordinate responses from other agencies on operation issues and deliver service in partnership. Elected Members to provide information on cases and services.
Working Environment Context (physical, disagreeable, health and safety aspects)
May involve dealing with challenging behaviour. Based in care unit.
Creativity; discretion; impact: concentration
Use initiative to deal with individual cases on an immediate basis. Exercise expert judgement in assessing risk to service users or staff.
Planning requirement
Contribute to group service plan and assess performance and report on outcomes. Identify and bid for required resources in budget process.
Key facts and figure ranges (include likely size of any team managed)
May manage up to 80 staff. May contribute to planning and monitor budget typically of up to £600,000.

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.)
Professional qualification or SVQ4, plus relevant management qualification such as Registered Managers Award. Experience of management and undertaking supervision. Expert knowledge of service area. Working knowledge of relevant legislation, regulations and guidelines. Professional development of subordinates.
Equipment operated and essential skills
Computer Software and MIS packages