Job Family Level:	3	Grade:	GE3

Care & Learning Job Family

Job Family Summary: The Care & Learning Job Family works and promotes improvement in the health and wellbeing of children and adults keeping them safe from harm and protected. To develop active and responsible citizens along with caring and confident communities and to develop the range and quality of learning experiences for everyone to raise standards of performance and achievement.

Role Summary: A typical role may provide practical support, personal care and assistance by carrying out their day to day duties. Work is undertaken following established procedures however, there is an element of flexibility according to client / service user needs. A genuine interest in the health and wellbeing of children, adults and communities is essential.

Knowledge & Skills	Behaviours
• Knowledge and commitment to deliver and improve service provision by keeping up to date with relevant legislation, processes and procedures, ensuring high standards are maintained • Communicate effectively to build relationships with clients/service users and other internal/external agencies to ensure a quality care provision • Organisational skills to prioritise own work to contribute to the needs of the team/service • Ability to understand and have an awareness of the wellbeing and individual needs of client/service users • Ability to plan, organise and manage a range of appropriate activities and resources to meet client/service user needs and to improve outcomes • Ability to identify and manage potential risks to self and others, by applying existing guidelines, seek advice when required • Ability to observe, record and share client /service users changing needs, ensuring information is up to date • Knowledge and understanding in the use and care of specialist equipment • Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks • Knowledge and understanding of financial processes and transactions to undertake financial activities • Ability to co-operate and comply with the Council's health and safety policy and arrangements • Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans	• Committed to delivering high quality services in accordance with PKC Customer Service Standards • Demonstrate confidentiality and integrity of all Council information • Promote positive values and anti-discriminatory, non-judgmental practice and treat colleagues and customers with dignity and respect in line with the Employee Code of Conduct and SSSC Codes of Conduct • Committed to promote and role model the Council's values on equality and diversity • Demonstrate a commitment to learning, improvement and innovation • Demonstrate a flexible approach to change and adapting to new ways of working • Committed to being part of a safe working environment for themselves and others by observing safe working practices and the Council's Health and Safety Policies and Procedures • Committed to being part of a team which considers and implements actions to tackle climate change in their activities