Job Family Level:	9	Grade:	PR9

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 manage and organise effective provision of services through specific projects, specialist advice, guidance, assessment or day to day co-ordination of a team. Provide a professional service to a range of clients / service users, assess and make recommendations and respond appropriately. Working with a range of partner agencies and services in various settings to support service users. A genuine interest in the health and wellbeing of children, adults and communities is essential.

Knowledge & Skills	Behaviours
• Knowledge and ability to support and deliver a frontline service or specialist projects to ensure standards and quality of services are met • Knowledge of a range of public, independent and voluntary sectors and the social contexts of these fields, to ensure service users are supported and share knowledge and best practice • Interpersonal skills to engage and work with a range of partners, service users and communities to support collaborative and partnership working and develop outcome focused plans in line with National Outcomes • Communication skills to advise and inform a range of audiences of outcomes and produce a variety of reports, presentations and statistical information • Analytical skills and understanding to interpret information, resolve/respond to situations/problems by recommending and prioritising action to be taken to support service delivery • Planning and organisational skills to lead, manage and review a variety of caseloads or projects requiring specialist knowledge or assessment • Ability to assess, create and implement appropriate interventions for the wellbeing and/or learning needs for client/service users • Ability to identify, manage and mitigate potential risks to self and others, by applying and/or updating appropriate ways of working	• Committed to delivering high quality services in accordance with PKC Customer Service Standards • Demonstrate confidentiality and integrity of all Council information • Committed to treating 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 by proactively seeking out opportunities for personal development • Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative taking responsibility for decisions to achieve results • Lead by example in demonstrating expected behaviours; inspiring colleagues to follow your example • Demonstrate enthusiasm with a desire to make a difference, empowering and supporting your team to initiate improvements to services valuing everyone's contribution inspiring confidence in others • Committed to creating a safe working environment by taking reasonable care of themselves and anyone who may be affected by their actions

Job Family Level:	9	Grade:	PR9

Knowledge & Skills	Behaviours
• Ability to observe, record, monitor, share and report on client /service users changing needs, ensuring information is up to date • Knowledge and ability to review and contribute to development and/or management of information, processes or systems • Knowledge and understanding in the use and care of specialist equipment • Knowledge and understanding of procurement and tendering processes and procedures, where appropriate • Digital Leadership skills to deliver efficient services, with working knowledge of operating systems, performance, data analysis and data protection • Knowledge and understanding of financial activities and procedures to manage and control devolved budgets to ensure value for money and efficiency • Where appropriate, management of staff specifically training and development, supervision, employee review and development • Ability to comply and implement health & safety policy and health and safety management arrangements within their area of responsibility • Ability to comply and implement the Council's civil contingencies policy and develop emergency plans within their area of responsibility	• Committed to promoting health and wellbeing to build employee resilience • Committed to a coaching style approach to help others to find their own solutions • Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our communities