Job Family Level:	7	Grade:	TAS7

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 undertake a range of assessments, activities and reviews to support and meet the needs of clients / service users. Roles will have autonomy to manage their own workload and of others, ensuring work is undertaken by following procedures and national guidelines to deliver aspects of learning and development. 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 quality care and promote partnership working • Communicate effectively through verbal and formal written documentation relevant to your area of work • Organisational skills to plan, prioritise, schedule work, manage conflicting priorities and contribute to the needs of the team/service • Ability to assess, create and implement appropriate interventions for the wellbeing and/or learning needs for client/service users • Ability to lead, plan, organise and manage a range of appropriate activities and resources to meet client/service user needs and to improve outcomes • Ability to identify, manage and mitigate potential risks to self and others, by applying existing guidelines and recommend action to be taken • Ability to observe, record, monitor, share and report on client /service users changing needs, ensuring information is up to date • Knowledge and understanding in the use and care of specialist equipment	• 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; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative and take responsibility for decisions to achieve results • 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

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Knowledge & Skills	Behaviours
• Digital skills to operate, organise and maintain relevant systems and equipment ensuring the integrity of data, appropriate security, access and housekeeping • Knowledge and understanding of financial processes and transactions to undertake a range of activities and ensure others follow the correct processes, procedures and regulations • Where appropriate, supervisory skills through the co-ordination of work, on the job training, performance appraisal and assessing work against expected standards • Ability to co-operate and comply with the Council's health & safety policy and arrangements • Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans	