

Role Profile Description

Your job family and role profile level

Date	August 2010
Family	People Care and Development
Role Profile Level	1A
Purpose	To support the delivery of specialist service to individuals and/or groups of people.

Your responsibilities

ACCOUNTABLE FOR	END RESULT
Planning/preparation	
<ul style="list-style-type: none"> Preparing for a programme/activity to take place within a specified timescale and to fit the needs of the service users. 	<ul style="list-style-type: none"> The programme/activity takes place to required content and standards. Service users' needs are met.
Practical assistance/delivery	
<ul style="list-style-type: none"> Providing tailored assistance to service users. 	<ul style="list-style-type: none"> Service users' needs are met. Service is delivered effectively.
Co-ordination	
<ul style="list-style-type: none"> Ensuring the availability of the necessary materials and equipment required to deliver the service. 	<ul style="list-style-type: none"> Materials and equipment are effectively delivered and in working order, to enhance the programme/activity.
Personal assistance	
<ul style="list-style-type: none"> Providing personal and/or health care to service users, as appropriate, supervised by specialist, qualified staff. 	<ul style="list-style-type: none"> Service users receive the appropriate care in accordance with specialist qualified staff instructions and standard procedures. The health and safety of the service user is preserved. Service users' care needs are met.
Reporting and record keeping	
<ul style="list-style-type: none"> Keeping routine records and reporting relevant issues. 	<ul style="list-style-type: none"> The impact on the individual/group can be assessed. Current information about service user is up-to-date and in the required format. The relevant responsible authority/department is informed. Customers' changing needs are met within an appropriate elapsed time. Service users' health and safety is maintained. The appropriate actions of others are supported, based on up-to-date, accurate information. There is an integrated service for users.
Guidance	
<ul style="list-style-type: none"> Providing information to service users on how to contact the relevant service/person that can offer assistance. 	<ul style="list-style-type: none"> Users receive accurate signposting. People know how to obtain the service and the assistance they need.
People	
<ul style="list-style-type: none"> Contributing to team-working. Supporting and guiding less experienced staff, if required. 	<ul style="list-style-type: none"> Teamwork is effective. Colleagues are supported.

Requirements for the role

<p>Nature of contacts and relationship (who and the nature of the communications)</p> <ul style="list-style-type: none"> • Contact with the public, service users and service user groups and carers – answering questions and providing information. • Communicate with service users' guardians/parents/carers and others responsible for their wellbeing. • Make reports to supervisor. • Co-operate with other agencies. • Some service users may be challenging.
<p>Working environment context (disruption, physical, disagreeable, health and safety aspects)</p> <ul style="list-style-type: none"> • Likely to involve both office- and dispersed-working. • May involve working outside and in inclement weather. • May involve dealing with challenging situations. • Dispersed locations and environments. • May work alone. • Will undertake personal care tasks. • May involve the use of equipment for moving and assisting service users. • May involve working within a community, residential, day care or domiciliary environment.
<p>Procedural context (creativity, discretion, impact)</p> <ul style="list-style-type: none"> • Provide services within well-established instructions and standards. • Refer non-standard situations to the appropriate person/department/agencies. • Deal with immediate emergency situations using the appropriate procedures.
<p>Planning requirement</p> <ul style="list-style-type: none"> • Assist and support events under direction, where necessary. • Refer non-standard situations appropriately. • Deal with immediate emergency situations.
<p>Key facts and figure ranges (include likely size of any team managed)</p> <ul style="list-style-type: none"> • Contribute to team-working. • Support and guide less experienced staff, if required. • Responsible for setting up the work area, including the use of any equipment and maintaining records. • Typically, one-to-one interaction with service users and some small groups. • Responsibility for handling cash, including client monies.
<p>Skills, knowledge and qualifications</p> <ul style="list-style-type: none"> • Basic numeracy and literacy. • Induction and short, service-specific training. • Awareness and compliance to Health and Safety procedures.
<p>Equipment operated and essential skills</p> <ul style="list-style-type: none"> • Operation of relevant equipment.