

Together Trust

Role Profile Description

<b>Date</b>	<b>June 2015</b>
<b>Family</b>	<b>People care and Support</b>
<b>Role Profile Level Number</b>	<b>10</b>
<b>Purpose</b>	
To provide personal and practical assistance to vulnerable service users and provide customers and colleagues with full and accurate information about the user's situation to promote independence and wellbeing.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Practical Assistance</b>	
Provide practical assistance to service users.	<ul style="list-style-type: none"> <li>• Enabled safe personal care of vulnerable service users</li> <li>• Sustainance of vulnerable service users</li> <li>• Availability of domestic supplies</li> </ul>
<b>Personal Assistance</b>	
Provide intimate personal care to vulnerable service users.	<ul style="list-style-type: none"> <li>• Service users' health and maintenance of their personal hygiene</li> </ul>
<b>Escorting</b>	
Escort and supervise service users when travelling.	<ul style="list-style-type: none"> <li>• Ensure service users' safe and sound transit</li> </ul>
<b>Reports</b>	
Report on service users' circumstances.	<ul style="list-style-type: none"> <li>• Current information about user is up to date</li> <li>• The relevant responsible authority is informed</li> <li>• Users' changing needs are met within an appropriate elapsed time</li> <li>• Maintenance of vulnerable service users' health and safety</li> </ul>
Take basic information relevant to the users' circumstances and pass on to appropriate responsible person.	<ul style="list-style-type: none"> <li>• Support the appropriate actions of others based on up to date, accurate information</li> <li>• Integrated service for users</li> </ul>
<b>Guidance</b>	
Inform service users how to contact the relevant service/person that can offer assistance.	<ul style="list-style-type: none"> <li>• Accurate sign posting to users</li> <li>• People know how to obtain the service and assistance they need</li> </ul>

<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>
<ul style="list-style-type: none"> <li>• Works directly with vulnerable service users</li> <li>• Communicates with service users' guardians and carers, and others responsible for their well being (e.g. parents/head teachers)</li> <li>• Makes reports to supervisor</li> <li>• Co-operates with other agencies</li> </ul>
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>
<ul style="list-style-type: none"> <li>• May involve dealing with physical challenging behaviour</li> <li>• Dispersed location and environment</li> <li>• May be a lone worker</li> <li>• Undertaking personal care tasks</li> <li>• Moving and handling of service users for transit (e.g. wheelchair users)</li> </ul>
<b>Procedural Context (creativity, discretion, impact)</b>
<ul style="list-style-type: none"> <li>• Carry out duties according to instruction and standard procedure</li> <li>• Refer non-standard situations elsewhere</li> <li>• Deal with immediate emergency situations</li> </ul>
<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>• Following an established care plan</li> <li>• Dealing with immediate situation</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• Typical number of concurrent assignees - typically one-to-one interaction with service users and some small groups</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• No formal qualifications necessary</li> <li>• Induction training (up to 2 weeks) including policy, procedures and basic health and safety and personal care</li> <li>• Basic reading and writing</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Practical experience in workplace with vulnerable people to understand safety hazards</li> <li>• Knowledge of where to refer emergencies and non-standard cases</li> <li>• May involve manoeuvring wheelchairs</li> <li>• May involve moving and handling equipment</li> </ul>