Role profile description

Date	August 2020
Family	People Care and Support
Role profile level number	40A

Purpose	
To manage a caseload supporting the independence, wellbeing, and security of service users and the community.	

Role accountability	End result
Case Management	
Monitor and review of case information input into client data base retaining confidentiality.	• Maintenance of complete and accurate case records • Correction of non-compliant information
Undertake case related reports in accordance with procedural and legislative requirements.	• Right decisions made and statutory requirements met
Care Plan Implementation	
Plan intervention to be implemented for cases.	• Assessment of user requirements • Service provider informed of resource need • Appropriate intervention delivered to service user(s) • Reduction of risk to individuals and the community

Monitoring	
Acquire data and monitor cases in line with specified guidelines.	• Safety and wellbeing of vulnerable users and public • Provide legal remedy and act on behalf of the Trust

Advice	
Provide advice, guidance, direct support and care and protection for service users.	• Conduct and application of good practice in service area • Protection of the community and vulnerable individuals

People and Performance Management	
Monitor and review contracted services for individual service users.	• Meeting of service quality and legislative standards • Report on deficiencies assessed • Together Trust receives value for money from outsourced services
Review customer satisfaction with service provided.	• Assessment of corrective action required • Implementation of agreed actions • Enhanced quality of service

Assessment and Risk Management	
Conduct assessments of users' needs and manage the risk associated with assigned cases.	• Determine any safeguarding/ wellbeing issues that exist or that may develop • Take action to respond to any identified safeguarding/wellbeing issues • Increased protection of vulnerable people and ensured safeguarding procedures are followed • Identification of service users' needs • Provision of appropriate intervention to support service

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| | users |
| | • Protection of vulnerable individuals |

Relationships	
Liaise with other agencies on operational issues and deliver service in partnership.	• Quality, integrated service delivered to service users • Optimum and effective provision of services

Multi-Agency Working (Children and Young People Services)	
Acts as a key point of contact that the service user and their family can trust, and who is able to support them in making choices and in navigating their way through the system.	• Appropriate well planned interventions when needed - regularly reviewed and effectively and efficiently delivered • Overlap and inconsistency from other practitioners reduced

Nature of contacts and relationship (who and the nature of the communications)

- Works directly with vulnerable service users and their carers
- Works in partnership with external and internal agencies

Working environment context (disruption, physical, disagreeable, health and safety aspects)

- May involve dealing with challenging behaviour
- Unpredictable work environment – may involve visiting people in their homes prior to assessment
- May involved dispersed location and environment
- Likely to involve disruption to planned work
- Likely to involve lone working outside core hours

Procedural context (creativity, discretion and impact)

- Carry out duties according to instruction and recognised Trust procedures

- Exercise degree of judgement in assessing users' needs with access to advice on difficult problems
- Advising/guiding staff in standard procedures

Planning requirement

- Undertakes assessments and carries out care management within recognised Together Trust procedures

Key facts and figure ranges (include likely size of any team managed)

- Varied caseload

Skills, knowledge and qualifications

- Typically needs a registered qualification as a legislative requirement
- Degree in Social Work or Occupational Therapy or equivalent
- Understanding of relevant legislation
- Registered with relevant professional body

Equipment operated and essential skills

- Computer – basic ICT skills, use of MS Office package

Role profile specific behaviours

Introduction
Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.

Positive: We take pride in celebrating the difference we make
Purpose: Taking a positive approach which delivers high quality people focused service
- I communicate clearly and effectively, setting clear expectations   - I give timely, constructive feedback, and praise appropriately to encourage great performance in individuals and teams   - I celebrate team and individual successes   - I monitor and review performance in a timely, effective, and fair way

Professional: We act in a fair and respectable way that recognises our collective expertise
Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all
- I am honest where key stakeholders needs can't be met, and offer alternative solutions.   - I develop and amend service to meet the long-term requirements of key stakeholders   - I work effectively with my own and broader teams, understanding people's capabilities and ensuring the right people are involved in tasks.   - I ensure compliance with Trust procedures and values

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Passionate:
We encourage creative ideas and inspire one another
Purpose: Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience
• I encourage team review and sharing best practice to improve performance for my team and others • I question ways of working in a positive way, understanding the bigger picture, putting forward new ideas through the right channels and creatively solving problems • I explain positively why organisational changes need to be made and communicate expectations clearly • I am proactive and prepared to take positive action rather than reacting
Supportive:
We are considerate and caring towards one another
Purpose: Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.
• I create a fair environment free from discrimination and abusive, aggressive or discriminatory behaviours. • I see the development of others as a key measure of my success, acting as a role model and sharing best practice with others • I challenge appropriately and speak up about any issues or concerns • I help people to make decisions for themselves