

Role profile description

Date	August 2020
Family	People Care and Support
Role profile level number	30S
Purpose	
To supervise others in maintaining and improving the well being and security of service users and the community within a specialised service user group.	
Role accountability	End result
Case Management	
Monitor and review of case information input into client data base retaining confidentiality.	<ul style="list-style-type: none"> • Maintenance of complete and accurate case records • Correction of non-compliant information
Care Plan Implementation	
Plan intervention to be implemented for complex and high risk cases.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Safety and well being of vulnerable users and members of the public • Provide legal remedy and act on behalf of the Trust

Advice	
Provide advice, guidance, direct support and/or enforcement to service users.	<ul style="list-style-type: none"> • Application of good practice in service area • Protection of the community and vulnerable individuals
Reports	
Report back comprehensive and accurate information and observations from the field to line management for their use.	<ul style="list-style-type: none"> • Support the delivery of required support for service users • Current information about user is up-to-date • The relevant responsible authority is informed
Prepare standard reports for internal use.	<ul style="list-style-type: none"> • Clear record of actions, circumstances and decisions • Protection of vulnerable individuals
Budget	
Control devolved budget for specific area.	<ul style="list-style-type: none"> • Achievement of services within agreed resources
People and Performance Management	
Supervise the delivery of service by staff in own service area.	<ul style="list-style-type: none"> • Provision of appropriate and timely intervention to support service users • Meeting of quality, national and legislative standards •
Monitor and review contractor service against Service Level Agreements.	<ul style="list-style-type: none"> • Meeting of service quality and legislative standards • Take action on deficiencies assessed • Together Trust receives value for money from outsourced services
Organise, develop and motivate a team of staff.	<ul style="list-style-type: none"> • Ensure that the team is capable of achieving the required outputs
Review customer satisfaction with	<ul style="list-style-type: none"> • Assessment of corrective action

service provided.	<p>required</p> <ul style="list-style-type: none"> • Implementation of agreed actions • Enhanced quality of service
Assessment and Risk Management	
Assess and manage the risk associated with assigned cases.	<ul style="list-style-type: none"> • Determine any hazards that exist or that may develop • Take action to mitigate to immediate risk and control future risk potential • Reduction of risk to the health and safety of staff and service users
Relationships	
Gather information and liaise with colleagues from other agencies on day-to-day matters.	<ul style="list-style-type: none"> • Service users receive required support in good time • Decisions taken are informed by up-to-date, accurate information • Actions taken are appropriate to the known circumstances
Multi-Agency Working (Children and Young People Services)	
Acts as a single point of contact that the child or young person and their family can trust, and who is able to support them in making choices and in navigating their way through the system.	<ul style="list-style-type: none"> • Appropriate well planned interventions when needed - regularly reviewed and effectively delivered • Overlap and inconsistency from other practitioners reduced
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Supervise and co-ordinates the deployment of staff including relief staff • Works directly with vulnerable service users • May act as first point of contact internally and with other agencies 	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • May involve dealing with challenging behaviour • May involve providing intimate personal care • Likely to involve both office and dispersed working • May involve working within a residential and day care environment 	

Procedural context (creativity, discretion and impact)

- Carry out duties according to instruction and standard procedure
- Exercise degree of judgement in assessing risk to service users or staff
- Coaching staff in standard procedures

Planning requirement

- Planning the work of other staff
- Plans packages of care

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

- Professionally supervise up to 20 staff

Skills, knowledge and qualifications

- QCF/NVQ 3
- Practical experience in workplace with fragile and vulnerable people to understand safety hazards
- Ability to cope with significantly challenging behaviour
- Supervisory skills training

Equipment operated and essential skills

- Medical equipment such as wheelchairs, Zimmer frames, bath lifts
- PC for accessing and keeping records

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

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