

## Role profile description

<b>Date</b>	August 2020
<b>Family</b>	People Care and Support
<b>Role profile level number</b>	55S
<b>Purpose</b>	
To organise and control the day to day delivery of the service, to promote the independence and wellbeing of service users; this may include managing a small, complex caseload. To promote independence and wellbeing.	
<b>Role accountability</b>	<b>End result</b>
<b>Case Management</b>	
Determine progression of complex cases and monitor case advancement by other staff.	<ul style="list-style-type: none"> <li>Cases are progressed in line with quality, national and legislative standards</li> </ul>
<b>Budget</b>	
Assist in the planning and control of delegated budget for specific areas.	<ul style="list-style-type: none"> <li>Manager provided with accurate information in order to inform budget decisions</li> </ul>
<b>People and Performance Management</b>	
Manage the performance of staff	<ul style="list-style-type: none"> <li>Delivery of services to required internal standards</li> <li>Meeting of quality, national and legislative standards</li> <li>HR policies/procedures adhered to</li> </ul>

Organise, develop and motivate a team of staff.	<ul style="list-style-type: none"> <li>• Team is capable of achieving the required outcomes in environment of change</li> </ul>
Monitor and review contracted services for individual service users.	<ul style="list-style-type: none"> <li>• Service delivered to standards</li> </ul>
Organise and authorise deployment of staff.	<ul style="list-style-type: none"> <li>• Delivery of appropriate support for service users</li> <li>• Allocation of work</li> <li>• Interventions are delivered by appropriately qualified individuals in line with legislative requirements</li> </ul>
Organise the training and development needs of individual staff.	<ul style="list-style-type: none"> <li>• Improvement of individual performance</li> <li>• Facilitation of career progression within the service</li> <li>• Increased pool of experienced and qualified resource within the service</li> </ul>
<b>Assessment/Risk Management</b>	
Conduct assessments in particularly complex or high risk circumstances.	<ul style="list-style-type: none"> <li>• Determine any safeguarding/wellbeing issues that exist or that may develop</li> <li>• Take action to respond to any identified safeguarding/wellbeing issues</li> <li>• Increased protection of vulnerable people and ensured safeguarding procedures are followed</li> </ul>
Assess and manage the risk associated with team cases.	<ul style="list-style-type: none"> <li>• Day to day prioritisation of casework</li> </ul>

Service Development	
Contribute to the strategic development of own service in line with the Together Trust and any relevant national policy drivers.	<ul style="list-style-type: none"> <li>• Effective identification and use of expertise and resources to meet service requirements</li> <li>• Improved quality of service and efficiency and effectiveness</li> </ul>
Develop service in line with operational demands.	<ul style="list-style-type: none"> <li>• Service meets operational requirements</li> </ul>
Relationships	
Represent the service in liaison with other agencies and disciplines in order to reach decisions.	<ul style="list-style-type: none"> <li>• Integrated approach between agencies</li> <li>• Improved effectiveness and efficiency in service delivery</li> </ul>
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> <li>• Managers and practitioners working in partnership organisations and departments and other agencies</li> </ul>	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> <li>• Office based and managing some diverse locations</li> <li>• May involve dealing with challenging behaviour</li> <li>• May involve visiting people in their homes</li> <li>• Likely to involve disruption to planned work</li> <li>• Likely to involve lone working outside core hours</li> </ul>	
Procedural context (creativity, discretion and impact)	
<ul style="list-style-type: none"> <li>• Authorise deployment of staff</li> <li>• Resource authorisation</li> <li>• Professionally accountable for interventions</li> <li>• Accountable for team/unit's performance</li> </ul>	

- Sign off decisions relating to high-risk issues and dealing with unanticipated events
- Operation decisions

### **Planning requirement**

- Developing and implementing plan for own area and contributing to business and service planning

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

- Typically manage 5 – 20 professional staff as direct reports
- Assist in planning associated budget

### **Skills, knowledge and qualifications**

- Degree or equivalent
- Post graduate professional qualification in practice and/or in management
- Organisational awareness and understanding of political agenda
- Understanding of roles of key partnership agencies
- Resource management ability
- Deep understanding of relevant legislation

### **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
<b>Purpose:</b> Taking a positive approach which delivers high quality people focused service
<ul style="list-style-type: none"> <li>• I build a shared vision and communicate it effectively to allow teams to work well together</li> <li>• I give and seek constructive feedback proactively and recognise great performance across services, using reward to celebrate and motivate individuals and teams</li> <li>• I use coaching skills to ensure that all staff are able to deliver confidently and to the best of their ability.</li> <li>• I take action to improve quality and positivity across the Trust</li> </ul>
Professional: We act in a fair and respectable way that recognises our collective expertise
<b>Purpose:</b> Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all
<ul style="list-style-type: none"> <li>• I role model values and standards, giving constructive feedback to others when their actions are not in line</li> <li>• I proactively identify key stakeholders' changing requirements</li> <li>• I facilitate effective working between teams to deliver results, recognising the expertise and knowledge of others</li> <li>• I understand people's expertise, strengths and weaknesses and develop them to meet Trust goals</li> </ul>

<b>Passionate:</b> <b>We encourage creative ideas and inspire one another</b>
<b>Purpose:</b> Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience
<ul style="list-style-type: none"> <li>• I seek best practice inside and outside of the Trust to benchmark and improve processes</li> <li>• I give permission to others to think differently and challenge the status quo</li> <li>• I prepare people and the organisation for major change initiatives</li> <li>• I role model good leadership to inspire great performance</li> </ul>
<b>Supportive:</b> <b>We are considerate and caring towards one another</b>
<b>Purpose:</b> Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.
<ul style="list-style-type: none"> <li>• I take time to know my own team as individuals as well as understanding other departments and services</li> <li>• I understand my personal impact and know when it is appropriate to amend my behaviour</li> <li>• I show empathy in my interactions with others</li> <li>• I empower, encourage and enable people to make them feel that they matter</li> </ul>