

Role profile description

Date	August 2020
Family	People Care and Support
Role profile level number	10
Purpose	
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.	
Role accountability	End result
Practical assistance	
Provide practical assistance to service users.	<ul style="list-style-type: none"> • Enabled safe personal care of vulnerable service users • Sustenance of vulnerable service users • Availability of domestic supplies
Personal assistance	
Provide intimate personal care to vulnerable service users.	<ul style="list-style-type: none"> • Service users' health and maintenance of their personal hygiene
Escorting	
Escort and supervise service users when travelling.	<ul style="list-style-type: none"> • Ensure service users' safe and sound transit
Reports	
Report on service users' circumstances.	<ul style="list-style-type: none"> • Current information about user is up to date • The relevant responsible authority is informed • Users' changing needs are met

	<p>within an appropriate elapsed time</p> <ul style="list-style-type: none"> • Maintenance of vulnerable service users' health and safety
Take basic information relevant to the users' circumstances and pass on to appropriate responsible person.	<ul style="list-style-type: none"> • Support the appropriate actions of others based on up to date, accurate information • Integrated service for users
Guidance	
Inform service users how to contact the relevant service/person that can offer assistance.	<ul style="list-style-type: none"> • Accurate sign posting to users • People know how to obtain the service and assistance they need

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

- Works directly with vulnerable service users
- Communicates with service users' guardians and carers, and others responsible for their well being (e.g. parents/head teachers)
- Makes reports to supervisor
- Co-operates with other agencies

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

- May involve dealing with physical challenging behaviour
- Dispersed location and environment
- May be a lone worker
- Undertaking personal care tasks
- Moving and handling of service users for transit (e.g. wheelchair users)

Procedural context (creativity, discretion and impact)

- Carry out duties according to instruction and standard procedure
- Refer non-standard situations elsewhere
- Deal with immediate emergency situations

Planning requirement

- Following an established care plan
- Dealing with immediate situation

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

- Typical number of concurrent assignees – typically one-to-one interaction with service users and some small groups

Skills, knowledge and qualifications

- No formal qualifications necessary
- Induction training (up to 2 weeks) including policy, procedures and basic health and safety and personal care
- Basic reading and writing

Equipment operated and essential skills

- Practical experience in workplace with vulnerable people to understand safety hazards
- Knowledge of where to refer emergencies and non-standard cases
- May involve manoeuvring wheelchairs
- May involve moving and handling equipment

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 am clear about my objectives and the standards required and continually strive to improve
- I ask for feedback and act on it to improve performance, learning from both my mistakes and successes.
- I consider the personal needs and requirements of the people I support
- I take into account the impact of my actions on others

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 recognise my own limits and when I need to ask for help
- I try to be self-aware in my work, reflecting on what I do and my impact
- I offer support to my colleagues to help them succeed in what they do
- I take responsibility for completing my training and development activities

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 learn from my experience and other people to improve the way things are done
- I share my knowledge and good practice and ideas with others
- I look for new ways of doing things and consistently try to improve

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 try to see things from other people's viewpoint and share my views sensitively to build effective working relationships
- I treat people with dignity and respect and accept their individuality
- I deal sensitively and appropriately with challenging behaviours
- I have the courage to challenge any inappropriate behaviour