

Role profile description

Date	August 2020
Family	People Care and Support
Role profile level number	25
Purpose	
To take responsibility for the wellbeing of service users to promote independence and wellbeing.	
Role accountability	End result
Case Management	
May gather and collate relevant case data for user case file and records.	<ul style="list-style-type: none"> • Complete and accurate case records
Care Plan Implementation	
Plan interventions and actions for cases assigned.	<ul style="list-style-type: none"> • Assessment of user requirements • Delivery of appropriate support to service user • Service provider informed of resource need • Safety and well being of vulnerable users and public
Interventions	
Provide standard interventions such as advice, guidance and direct support to service users.	<ul style="list-style-type: none"> • Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Cases	
Assist on complex cases, carrying out tasks delegated by senior worker.	<ul style="list-style-type: none"> • Improved support of service users • Assistance to colleagues • Resourcing of user cases • Professional development of worker

Group Interventions	
Organise and run standard interventions with various groups and sections of the community.	<ul style="list-style-type: none"> • Behavioural change and social rehabilitation of individuals • Improved security and wellbeing within the community
People and Performance Management	
Contribute to team working; support and guide more junior, auxiliary and/or voluntary staff.	<ul style="list-style-type: none"> • Tasks are carried out accurately and efficiently and effectively within agreed time frames • Interventions are appropriately conducted
Multi-Agency Working	
Acts as key point of contact that the service user and their family can rely on, 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 and efficiency delivered • Overlap and inconsistency from other workers reduced
Assessment/Risk Management	
Conduct standard assessments of service users' circumstances and issues to recommend referral to the appropriate service.	<ul style="list-style-type: none"> • Identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Works directly with vulnerable service users • Liaises with external and internal partners on day-to-day service issues 	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • May involve dealing with challenging behaviour • Unpredictable work environment – may involve visiting people in their homes • May involve dispersed location and environment • Likely to involve disruption to planned work • May involve lone working outside core hours • May involve providing personal care • May involve working in a residential and day care environment 	

Procedural context (creativity, discretion and impact)

- Carry out duties according to instruction and legal and procedural framework
- Exercise degree of judgement in assessing risk to service users or staff
- May support or guide staff in standard procedures

Planning requirement

- Inform assessments and packages of care
- Leads on integrated and joint working

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

- May typically deal with multiple cases and/or groups at one time

Skills, knowledge and qualifications

- QCF/NVQ Level 2 essential or equivalent experience
- Induction training including policy, procedures and basic health and safety
- Practical experience in workplace with vulnerable people to understand risk and safety hazards
- Knowledge of where to refer emergencies and non-standard cases
- Ability to cope with significantly challenging behaviour and circumstances

Equipment operated and essential skills

- Computer literacy and working knowledge of database management
- 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 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