

Together Trust

Role Profile Description

Date	June 2015
Family	People Care and Support
Role Profile Level Number	55A
Purpose	
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.	
Role Accountability	End Result
Case Management	
Determine progression of complex cases and monitor case advancement by other staff.	Cases are progressed in line with quality, national and legislative standards
Budget	
Assist in the planning and control of delegated budget for specific areas.	Manager provided with accurate information in order to inform budget decisions
People and Performance Management	
Monitor and review contracted services for individual service users.	Service delivered to standards
Organise and authorise deployment of staff.	- Delivery of appropriate support for service users - Allocation of work - Interventions are delivered by appropriately qualified individuals in line with legislative requirements
Organise the training and development needs of individual staff in light of professional supervision.	- Improvement of individual performance - Facilitation of career progression within the service - Increased pool of experienced and qualified resource within the service
Assessment/Risk Management	
Conduct assessments in particularly complex or high risk circumstances.	- 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
Assess and manage the risk associated with team cases.	Day to day prioritisation of casework

Service Development	
Contribute to the development of service planning within the service.	• Optimum use of available resources • Improved quality of service and efficiency
Relationships	
Represent the service in liaison with other agencies and disciplines in order to reach decisions.	• Integrated approach between agencies • Improved effectiveness and efficiency in service delivery

Nature of Contacts and Relationship (who and the nature of the communications)
Managers and practitioners working in partnership organisations and departments and other agencies
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
- Office based and managing some diverse locations - May involve dealing with challenging behaviour - May involve visiting people in their homes - Likely to involve disruption to planned work - Likely to involve lone working outside core hours
Procedural Context (creativity, discretion, impact)
- Authorise deployment of staff - Sign off decisions relating to high-risk issues - Operation decisions
Planning Requirement
Developing and implementing team plan and contributing to business and service planning
Key Facts and Figure Ranges (include likely size of any team managed)
- Provides professional supervision and authorises deployment of staff - Monitors performance of contracted services - 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