

Together Trust

Role Profile Description

Date	June 2015
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 • Sustainance 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 within an appropriate elapsed time • 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)
<ul style="list-style-type: none"> • 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)
<ul style="list-style-type: none"> • 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, impact)
<ul style="list-style-type: none"> • Carry out duties according to instruction and standard procedure • Refer non-standard situations elsewhere • Deal with immediate emergency situations
Planning Requirement
<ul style="list-style-type: none"> • Following an established care plan • Dealing with immediate situation
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Typical number of concurrent assignees - typically one-to-one interaction with service users and some small groups
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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