

Job Family Role Profile Description

Date	January 2015
Job Family	People Care and Development
Role Profile	PCD5
Purpose	To deliver a range of learning/skills and/or personal/practical support to meet needs and/or well-being for individuals and/or groups.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated tasks. 	<ul style="list-style-type: none"> • Deadlines and work cycles are met. • Work is completed for the team, to the required standard and quality. • The team plan is met. • Good use of own time is demonstrated.
<ul style="list-style-type: none"> • Contributing to team-working. • Supporting and guiding less experienced staff, if required. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurements	
Clarify what is personally required to do the job well and take pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Implementing a defined programme/activity/plan within a specified timescale. • Carrying out duties in accordance with instructions, standards procedures and agreed programmes / plans, including tailoring service to meet client's specific needs. 	<ul style="list-style-type: none"> • The needs of the identified service users are met. • Programme delivered to an agreed schedule.
<ul style="list-style-type: none"> • Contributing to planning and then preparing a specific programme or activity. • Planning and delivering daily tasks to ensure service delivery. 	<ul style="list-style-type: none"> • The programme or activity is delivered effectively and resource used effectively.
<ul style="list-style-type: none"> • Monitoring delivery against agreed programme, where necessary overcoming obstacles or making adjustments. 	<ul style="list-style-type: none"> • Programme(s) / plan(s) are followed.
<ul style="list-style-type: none"> • Maintaining records. 	<ul style="list-style-type: none"> • Records are maintained in an accurate and complete manner, and in the required format.

<ul style="list-style-type: none"> • Reporting on service users' circumstances. • Liaising with line management on routine and non-routine/non-standard issues, referring non-standard situations appropriately. 	<ul style="list-style-type: none"> • The outcomes of the programme/plan are reviewed and assessed. • Current information about the service users is maintained. • The relevant responsible authority is informed, when necessary. • The changing needs of service users are met. • Service users' health and safety is maintained. • The appropriate actions of others are supported, based on up-to-date, accurate information. • There is an integrated service for users.
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Competency measurements

Check facts and consider options before deciding on how best to do own job.

Report repeated problems, waste and inefficiency.

Service Improvement and innovation

Accountable For	End Result
<ul style="list-style-type: none"> • Monitoring, assessing and adapting the activity/programme/plan for continued positive impact. • Cooperating with change and liaising with line management on routine and non-routine/non-standard issues. 	<ul style="list-style-type: none"> • Delivery is effective. • Content is revised appropriately. • The impact on the individual/group is successful.
<ul style="list-style-type: none"> • Making recommendations for improvement. 	<ul style="list-style-type: none"> • Improvements are identified and implemented.

Competency measurements

Open-minded about new ways of working and committed to make improvements.

Managing resources

Accountable For	End Result
<ul style="list-style-type: none"> • Coordinating the use of resources with internal and external colleagues engaged in delivering the programme. • Handling cash, including client monies. 	<ul style="list-style-type: none"> • Complementary skills and resources are used effectively to enhance the programme/activity/plan and achieve value-for-money. • Service users' needs are met.
<ul style="list-style-type: none"> • Identifying, requesting, organising and using the resources necessary for service delivery. 	<ul style="list-style-type: none"> • The correct equipment/materials and/or services are available when needed. • There are sufficient resources on site for work. • Service users' needs are met.
<ul style="list-style-type: none"> • Ensuring preparation of the environment and assessing and managing risks. • Using equipment relevant to the work area. 	<ul style="list-style-type: none"> • The venue supports learners/users. • Risks/hazards are identified.
<ul style="list-style-type: none"> • Maintaining accurate relevant records in accordance with procedures. • Collating data for reports, as directed. 	<ul style="list-style-type: none"> • All necessary records are complete and accurate. • Key issues are flagged. • Data is provided for reports in a timely manner. • Procedures are complied with.

Competency measurements

Understand that all actions have a cost so use resources efficiently.

Customer and Community focused

Accountable For	End Result
<ul style="list-style-type: none"> • Providing tailored assistance to meet the needs of the service users, including some who may have challenging behaviour. 	<ul style="list-style-type: none"> • Service users' needs are met. • Service is delivered effectively and best use is

<ul style="list-style-type: none"> • Providing personal and/or health care to service users, as appropriate, supervised by specialist, qualified staff. 	<p>made of available resources.</p> <ul style="list-style-type: none"> • Service users receive the appropriate care in accordance with specialist qualified staff, instructions and standard procedures. • The health and safety of the service user is preserved. • Service users' care needs are met.
<ul style="list-style-type: none"> • Acting as a first point of contact and providing initial judgement on how to meet the service user needs. • Working directly with service users / service user groups in areas of activity that are closely defined by policy, procedure and working practice. • Communicating with service users' parents / carers / guardians and others involved in their wellbeing. • Cooperating with, and providing information to external agencies. 	<ul style="list-style-type: none"> • The health and safety of users is supported. • Cases are escalated, or standard procedures are followed, to reduce immediate risks. • Support to service users is deployed immediately, when appropriate. • Service users' cases are escalated, to ensure the appropriate advice/care is given.
<p>Competency measurements</p>	
<p>Respond to customer needs; deal with customers in a courteous, timely and professional manner.</p>	

<p>Qualifications, knowledge, experience and expertise</p>
<ul style="list-style-type: none"> • NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area. • Commitment to ongoing personal development. • Knowledge of the procedures in the service area and how to apply them. • Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. • Practical experience in the workplace with vulnerable and / or young people, to understand risk and safety hazards. • Knowledge of how best to deal with and refer emergencies and non-standard cases. • Ability to cope with significantly challenging behaviour and circumstances.