



Role Profile Description

Date	January 2015
Purpose	To deliver standard and non-standard service/support to individuals and groups to improve community and/or service users' wellbeing and/or skills.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> Delivering training and advice to other practitioners and managers. Coaching staff in standard procedures. 	<ul style="list-style-type: none"> Learning objectives are achieved.
<ul style="list-style-type: none"> Contributing to team-working. Supporting and guiding less experienced staff, if required, including overseeing colleagues undertaking associated or support duties. 	<ul style="list-style-type: none"> Teamwork is effective. Colleagues are supported. Tasks are carried out accurately and efficiently, within agreed timeframes. Interventions are appropriately conducted.
Competency measurements	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> Developing and agreeing a course of action covering the short- and medium-terms. Carrying out duties according to instruction and legal and procedural framework. Assuring effective and appropriate service delivery. 	<ul style="list-style-type: none"> Programmes and activities are delivered to an agreed schedule that has service user commitment. Programmes/activities are delivered in a well-structured manner.
<ul style="list-style-type: none"> Initiating assessments and plans. Conducting standard and non-standard assessments to recommend the appropriate service. Exercising judgement in assessing risk to service users or staff. 	<ul style="list-style-type: none"> Service users' needs are identified. Appropriate interventions to support service users are provided. Vulnerable individuals are protected.
<ul style="list-style-type: none"> Gathering information to investigate and analyse need and to develop support / action plans. 	<ul style="list-style-type: none"> Appropriate programme/plan is developed. Content and programme priorities are established.

<ul style="list-style-type: none"> • Planning and adapting interventions and actions for assigned work, including disruptions to planned work. • Planning and delivering individual and / or group support / action plans. 	<ul style="list-style-type: none"> • Requirements are assessed. • Appropriate support is delivered. • Service provider is informed of resource need. • The safety and wellbeing of vulnerable users and the public is maintained.
<ul style="list-style-type: none"> • Recording, monitoring and reviewing case information. 	<ul style="list-style-type: none"> • Complete and accurate case records are maintained.
Competency measurements	
Sensitive to the impact of decisions. Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> • Meeting with customers/partners to review service delivery and resolve problems. 	<ul style="list-style-type: none"> • Service improvement ideas are put forward. • Customers/partners are satisfied.
<ul style="list-style-type: none"> • Making recommendations for improvement. • Cooperating with change. 	<ul style="list-style-type: none"> • Improvements are identified and implemented.
Competency measurements	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> • Contributing to work planning and resource allocation. 	<ul style="list-style-type: none"> • Resources are organised and used effectively. • Service provider is informed of resource need.
<ul style="list-style-type: none"> • Reporting comprehensive and accurate case and other information and observations to line management. 	<ul style="list-style-type: none"> • Required support is delivered to service users. • Up-to-date user information is generated. • The relevant responsible authority is informed.
<ul style="list-style-type: none"> • Establishing and maintaining communication channels with other relevant programme and activity leaders and others, as required. • Working with internal and external colleagues - sharing and coordinating resources. 	<ul style="list-style-type: none"> • Programmes are compatible and complementary with each other. • Best use is made of resources to achieve value-for-money.
<ul style="list-style-type: none"> • Maintaining a record of relevant knowledge, experience, policies and resources. 	<ul style="list-style-type: none"> • Programmes are well informed and reflect good practice.
<ul style="list-style-type: none"> • Gathering and collating relevant data. 	<ul style="list-style-type: none"> • Records are complete and accurate.
Competency measurements	
Methodical, accurate and well-organised and prioritise own work schedules. Keep track of spend and make sure work is approved and signed off as necessary. Maintain recognised financial and other procedures and practices.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> • Providing standard and non-standard interventions, such as advice, guidance and direct support to service users. • Working directly with vulnerable service users. 	<ul style="list-style-type: none"> • Appropriate intervention to support service users is provided. • Vulnerable individuals are protected.
<ul style="list-style-type: none"> • Acting as a single point of contact, that communities, service users, users' parents/carers/guardians and their families, can trust. • Working directly with service users in areas of activity in accordance with policy, procedure and 	<ul style="list-style-type: none"> • Appropriate well planned interventions take place when needed. • Interventions are regularly reviewed and effectively delivered. • Overlap and inconsistency with other practitioners is reduced.

<p>working practice.</p> <ul style="list-style-type: none"> Supporting individuals and groups in making choices and in navigating their way through the system. Liaising with external and internal partners on day-to-day service issues. 	
--	--

Competency measurements

Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.

Qualifications, knowledge, experience and expertise

- NVQ Level 4 or equivalent and/or experienced in the relevant work area.
- Knowledge of service area, policies and procedures and how to apply them.
- Working knowledge of relevant legislation.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Practical experience in workplace with vulnerable and / or young people, to understand risk and safety hazards.
- Knowledge of how best to deal with emergencies and non-standard cases.
- Ability to cope with significantly challenging behaviour and circumstances.
- ICT competent with skills relevant to the workplace

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:- www.cumbria.gov.uk

Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

For further information please see:- www.cumbria.gov.uk



