

Social Care and Inclusion Family

A job family is a method of defining jobs. The emphasis is on focusing on a group of similar roles rather than individual jobs. A job family considers how many levels of that type of work there are and describes the key factors that differentiate one level from the next. It can be used to provide a clear structure for defining how individuals may progress and develop, as well as providing a tool to allow managers to put the right people in the right job.

This document describes the Social Care and Inclusion Job Family within Derbyshire County Council. Each level in this job family is differentiated by changes in accountabilities, technical knowledge and skills expected at each level. It can be used to identify and understand the work expected at each level and where individual roles fit against each level.

Each level describes expectations, if required, relating to: people management, equality and diversity, health and safety and risk management.

The family's key characteristics are:

The focus of this family is improving outcomes and effecting change for people.

Improving outcomes through supporting and assisting the well-being of individuals and groups, in particular the vulnerable to assure their protection, security and development.

Includes:

- Safeguarding, development, prevention, protection and care
- Community, residential, day services or field work
- Ongoing risk and needs assessment, advice for individuals and groups

Controlled

- Specification of provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to service users' situations

Effecting change in:

- Behaviours
- Circumstances
- Outcomes
- Progression
- Removal of barriers

The levels of work are primarily dictated by the scale, breadth and complexity of the area or function or the level of expertise.

Leadership and management roles develop teams or specific service areas, and / or co-ordinate activity across different functions to meet service user group needs. Service delivery roles provide direct care and support within guidelines, regulations and procedures; with direction and support from leaders and managers who have overall accountability for the assessment and provision of care. All roles in the family are likely to involve monitoring and evaluating outcomes through use of quality assurance measures.

Members of the family include:

- Field work, residential and day care
- Social workers and their operational and specialist managers
- Various specialist care and development staff

Job Family: Social Care and Inclusion

Code: SCI14

Grade: 14

Level Purpose:

To manage specific service areas or sub-functions linked to relevant strategic priorities for service users or to lead in the development of professional standards, influence strategic planning and initiate significant organisational change to improve social care and inclusion services and practice.

Overall:

Roles at this level are professionally qualified, with significant experience in senior management roles leading a relevant service area.

Roles may co-ordinate or commission across different social care functions, with significant contribution to budget management, development of policy and operational or strategic plans in a changeable area of work. They are likely to require highly developed skills in persuading, influencing, developing and motivating people and partnerships to achieve service objectives.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality & Diversity

Promote and role model a culture that supports the Council's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with the Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Controlled

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Social Care and Inclusion

Code: SCI14

Grade: 14

Representative Accountabilities & Responsibilities:

- Create and maintain a highly competent and participative work environment through visible leadership, promotion of professional standards, and the development of outcome focused teams that understand their contribution to the service and wider success of the Council
- Lead, develop, co-ordinate and support service planning and the production of service plans for the department or service area including associated finance plans and integration with the wider council plan
- May involve policy development and advising Strategic Director and Cabinet Members
- Significant contribution to budget management and/or manage a significant budget
- May involve responsibility for working with and influencing partner organisations to maximise and strategically target external funding
- Work in legal, financial and personnel frameworks across partner organisations and multi agency coordination and liaison
- Develop criteria for assessing effectiveness of service provision and /or production, maintenance and review of procedures for specialist work across the function including assessment of tender applications
- Identify and contribute to training and development strategies and individual training to enhance skills and performance of team necessary for service provision
- Advising others and assisting in reaching major decisions about the lives of service users

Job Family: Social Care and Inclusion

Code: SCI14

Grade: 14

Typical Knowledge, Skills & Experience:

- Professional qualification to at least degree level with substantial senior management experience
- Specialist knowledge of service area and relevant legislation
- Appropriate registration if required
- Well developed interpersonal skills to work with and influence a range of internal and external professionals, teams, senior managers and service users with the ability to establish, lead and effectively communicate change
- Excellent leadership skills to inspire, motivate and develop team members to high levels of performance
- Experience of managing complex projects and/or functions and activities
- Ability to plan and manage service and departmental budgets

Job Family: Social Care and Inclusion

Code: SCI13

Grade: 13

Level Purpose:

To plan, organise and manage a team or specific service areas and / or co-ordinate activity across different functions, contributing to the Council's social care and inclusion duties.

Overall:

Role holders at this level are professionally qualified, established specialists developing or delivering services. They have direct service budget responsibility or indirect influence on commissioning budgets and long term planning requirements.

This level requires high level communication and influencing skills to support collaborative working across integrated services within and across County boundaries. Managing teams of professional workers may also be required. Role holders make improvements within their division.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality and Diversity

Promote and role model a culture that supports the Council's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Social Care and Inclusion

Code: SCI13

Grade: 13

Representative Accountabilities & Responsibilities:

- Direct budgetary responsibility for a specialist area or indirect influence on significant commissioning budgets
- Manage and motivate a team of staff maintaining a highly competent, creative and participative culture through visibly effective leadership.
- May involve working with a range of agencies to develop services in line with Government policies.
- Manage and monitor quality and performance to meet service requirements and local, regional and national key performance indicators
- Provide specialist advice and guidance in relation to legislation and quality improvement with a county wide remit to develop and implement policies
- Assist in the production of service plans, including the setting and monitoring and evaluation of performance targets
- Long term planning to develop and implement new initiatives and operational systems
- Partnership working to compile funding bids and promote and coordinate initiatives and coordinate and chair strategy discussions and case conferences
- Submit and implement funding bids to a range of government, private and funding bodies
- Set targets and monitor performance to: ensure training needs are identified and addressed, high quality standards are maintained, legislation/regulations and procedures are adhered to and that work is delivered on schedule to enable the business to be effective

Job Family: Social Care and Inclusion

Code: SCI13

Grade: 13

Typical Knowledge, Skills & Experience:

- Degree or equivalent professional qualification plus substantial experience at a senior management level in specialist area
- Knowledge of relevant legislation and guidance and case law
- Appropriate registration if required
- Budget management/monitoring skills
- Ability to manage, and develop a large team or a number of smaller teams, ensuring that all team members are valued and understand their contribution to the Service
- Project management skills in addressing barriers to initiation and development of specialist services
- Ability to build effective relationships with colleagues and range of external partners
- Ability to compile bids for funding

Job Family: Social Care and Inclusion

Code: SCI12

Grade: 12

Level Purpose:

To manage and develop specific service areas or strategies to deliver performance indicators and national standards to legislative requirements.

Overall:

Practitioners are professionally qualified with significant experience, focused on a particular specialism or leaders of large teams responsible for service delivery, including budget management or monitoring. Requires in depth knowledge of range of public, independent and voluntary sectors and the social contexts impacting on these fields.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality and Diversity

Promote and role model a culture that supports the Council's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Social Care and Inclusion

Code: SCI12

Grade: 12

Representative Accountabilities & Responsibilities:

- Professional lead and mentor for personal and service development with a critical advisory role in case management and determining care packages/delivery initiatives
- Manage and develop the service to meet improvement targets identifying and facilitating changes of direction in line with national and local guidance
- Manage and motivate a team of staff taking responsibility for monitoring and feedback on their performance, recruitment and selection, guidance and advice and ensuring their development.
- Provide advice and support to providers in implementing statutory codes of practice, regulations and guidance
- Deliver training to range of audiences, such as practitioners, programme facilitators, governors, parents, volunteers
- Design systems and service provision using professional or specialist knowledge and expertise to identify trends and issues which have a broad impact
- Plan and coordinate complex programmes or initiatives across the county and/or manage complex caseload and working to develop others in the practitioner development role
- Partnership working between statutory and voluntary, community and independent sector
- May present statutory appeals
- Direct or indirect influence of budgets or allocation of funds to ensure maximum value is delivered for resources deployed and deal with commissioning issues

Job Family: Social Care and Inclusion

Code: SCI12

Grade: 12

Typical Knowledge, Skills & Experience:

- Degree or equivalent professional qualification with substantial experience
- Specialist knowledge of service area and relevant legislation
- Appropriate registration if required
- Ability to engage and negotiate with and persuade partners and service users and a wide range of service representatives
- Ability to lead professionals, ensuring they have clear training, guidance and understand the appropriate referral processes
- Experience of undertaking contract management and review
- Budget management skills

Job Family: Social Care and Inclusion

Code: SCI11

Grade: 11

Level Purpose:

To provide, manage and / or co-ordinate and contribute to developing good practice and service development.

Overall:

Roles at this level require professional qualification and / or extensive practical experience with knowledge across a number of areas or in depth technical or specialist knowledge. Role holders manage a large team / range of professionals; and / or communicate with diverse audiences in emotive circumstances.

Role holders may have budgetary influence. They work with a range of agencies and extended services in a range of settings, to promote good practice and contribute to service development.

People Management

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

Equality and Diversity

Actively support the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Social Care and Inclusion

Code: SCI11

Grade: 11

Representative Accountabilities & Responsibilities:

- Supervision or management of a defined team or area providing clear organisation, direction and development.
- Direct budget management responsibilities and indirect influence of wider service budget
- Carry out specialist assessments and deliver and oversee programmes or packages of care and/or support
- Work with other service areas/partner professionals and organisations to assess and deliver individual service user needs and/or service objectives and priorities
- Provide advice and financial assessments to support service provision and/or individual service users
- Present reports to court and persuade Courts and service user to follow recommended course of action
- Monitoring Complaints and Compliments
- Deliver staff training and mentor and assess staff development to ensure adequate knowledge for provision of appropriate services and develop and implement best practice
- Effectively manage resources ensuring regulatory requirements are met

Job Family: Social Care and Inclusion

Code: SCI11

Grade: 11

Typical Knowledge, Skills & Experience:

- Degree or equivalent professional qualification with post qualification practical experience or substantial relevant and practical experience across a number of areas
- Proven ability to recruit, develop and motivate a multi-disciplinary team of professional and/or vocationally qualified and support staff
- Appropriate registration if required
- Knowledge of the relevant range of procedural and legislative frameworks, systems and initiatives
- Ability to communicate with engage and influence service users and partners, sometimes in emotive circumstances
- Experience of multi-disciplinary and partnership working and in some areas assessment and care planning
- Financial experience or training sufficient to manage budgets where appropriate

Job Family: Social Care and Inclusion

Code: SCI10

Grade: 10

Level Purpose:

To manage or support front line service delivery or specialist projects.

Overall:

Roles at this level require professional qualification or extensive practical experience in the service area. Role holders manage the day-to-day work of a range of staff. They may have budgetary influence. They work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group.

People Management

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

Equality and Diversity

Actively support the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Social Care and Inclusion

Code: SCI10

Grade: 10

Representative Accountabilities & Responsibilities:

- Where appropriate, management of staff including absence monitoring, appraisal, training, recruitment & selection
- Contribute to budget management or manages a designated budget
- May provide care and personal care to service users
- Liaise and work with other agencies in statutory and voluntary sector to ensure service users are supported and to share knowledge or best practice
- Manage the planning and delivery of less complex caseload or projects involving some specialist knowledge or assessment
- Provide advice and guidance to staff and partner agencies supporting the relevant service user group, including interpretation of legislation and national initiatives
- May assist with preparation and submission of bids for short and long term funding; generate ideas for funding
- May undertake research to develop, implement and evaluate programmes or strategies to support the relevant service user group
- Raise awareness of a range of social issues and their implications

Job Family: Social Care and Inclusion

Code: SCI10

Grade: 10

Typical Knowledge, Skills & Experience:

- Relevant professional qualification and experience or considerable experience of working in the service area
- Knowledge of relevant legislation and procedural framework
- Appropriate registration if required
- Ability to assess and plan appropriate support
- Ability to recruit, assess and train groups of staff
- Ability to work with challenging service user groups sometimes with specialist needs
- Budget management skills
- Ability to negotiate and persuade and build and maintain effective working relationships at all levels
- Proven ability to supervise and allocate work to others, to monitor their performance, and if necessary, to take corrective action

Job Family: Social Care and Inclusion

Code: SCI09

Grade: 9

Level Purpose:

To manage and organise effective provision of services through specific projects, specialist advice guidance and assessment, or day-to-day co-ordination of a team.

Overall:

Roles at this level are likely to require advanced vocational qualifications and / or experience, or a newly qualified professional. Role holders are responsible for effective deployment of projects, specialist advice, people assessments of referrals, and designing new procedures. Roles require the ability to influence and practically apply knowledge on the basis of technical know how, facts and evidence.

People Management

Allocate work and monitor the standard of team performance and ensure resolution of any issues.

Equality and Diversity

Actively support the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Social Care and Inclusion

Code: SCI09

Grade: 9

Representative Accountabilities & Responsibilities:

- Support staff, ensuring their development and provision of effective services
- Develop and deliver teaching and training to service users and service user groups with additional needs and/or to staff, carers and volunteers - plan, prepare and evaluate activities and learning
- Assess, monitor, review cases; undertake less complex casework where appropriate shadowing experienced social workers
- Multi professional liaison to deliver and promote initiatives to a range of settings and liaison with key working
- Design and assessment of new procedures, effectively communicate changes to staff and service users
- May involve promotion of inclusive practice through links and project work and through provision of advice and guidance
- May provide personal care and assistance with domestic tasks to promote independence
- Report writing such as, care plans and risk assessments
- Review and process financial information involving complex calculations to assess and maximise income for service users
- Advocate on behalf of a service user

Job Family: Social Care and Inclusion

Code: SCI09

Grade: 9

Typical Knowledge, Skills & Experience:

- Newly qualified professional or advanced vocational qualification or considerable on the job experience
- Practical knowledge of legislation, processes procedures and issues relating to the service user group and ability to apply in challenging situations
- Appropriate registration if required
- Ability to deliver accredited training and teaching to learners, staff and other professionals
- Experience of/ability to supervise staff to meet organisational objectives where the role involves the management of staff
- Able to influence based on facts and evidence in range of settings, to range of audiences with differing competence, abilities
- Financial experience or training sufficient to manage budgets where appropriate
- Sensitivity and empathy to build trusting and supportive relationships with service users and families in times of vulnerability, abuse, mental and physical health problems
- Treating people with dignity and respect

Job Family: Social Care and Inclusion

Code: SCI08

Grade: 8

Level Purpose:

To help with advice and provide front line services to children, young and older people and their carers and families, working as necessary with community, professional groups and local organisations to ensure provision of support.

Overall:

Role holders at this level have practical knowledge of the procedural framework, service user and service user group needs, to provide practical support services. They manage their own caseload with a high level of interaction, and a range of service users and partner organisations, requiring tact, sensitivity and influence. Role holders are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area.

Planning and organising is a key element: managing own time while remaining flexible and supportive to others is essential. Roles require a detailed understanding of relevant procedures; experience of appropriate work processes; and a full understanding of their importance to the overall work area. Successfully delivering outcomes may rely on successfully managing a team. Persuasiveness, assertiveness and sensitivity skills are required.

People Management

Instruct and guide colleagues in the distribution and conduct of work in the team.

Equality and Diversity

Act in accordance with the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Controlled

Risk Management

Contribute to risk awareness in carrying out your duties and raise issues where appropriate.

Job Family: Social Care and Inclusion

Code: SCI08

Grade: 8

Representative Accountabilities & Responsibilities:

- Carry out assessments of referrals using appropriate techniques to identify needs and arrange appropriate service provision and/or set targets on an individual service user basis
- Assess and oversee major adaptation work including advice and demonstration of specialist equipment to service users and attend and contribute to project planning meetings
- Research information to support services to service user group and maintain confidential records, reports and assessments
- May provide personal care support
- Monitor, support and review need and services provided for service users, their carers/families including attending review meetings and conferences
- Liaise and work in partnership with Council professional care groups and external agencies such as GPs, health agencies, emergency services and engage with the community and volunteers
- Plan and deliver group work, training and workshops
- Support to parents regarding child development including complex problems
- Provide advice, support and guidance to service users in line with Council and National Standards
- Represent the service at court, present reports and persuade them to follow recommended course of action
- Identify and alert managers to changes in individual needs and respond in emergency situations liaising with colleagues, other agencies, and carers as appropriate

Job Family: Social Care and Inclusion

Code: SCI08

Grade: 8

Typical Knowledge, Skills & Experience:

- Level 3 or 4 plus significant experience of working with service users and service user groups with complex needs
- Comprehensive practical knowledge of the service user group, relevant processes, procedures and support mechanisms and specialist equipment
- Good report writing and presentational skills and knowledge of financial assessment processes to access for service users benefit and other funding
- Knowledge of legislation relevant to the service user group or groups
- Ability to engage with a range of external partners and agencies in the public and private sector
- Ability to carry out service user assessments to identify eligibility for service provision and/or risk of harm
- Engage with service users and their families using sensitivity and empathy to build trusting and supportive relationships families in times of vulnerability, abuse, mental and physical health problems
- Treating people with dignity and respect

Job Family: Social Care and Inclusion

Code: SCI07

Grade: 7

Level Purpose:

To provide frontline services which may involve managing a caseload and/or supervising a team, making decisions within procedures, demonstrating best practice and delivering high quality care and support.

Overall:

Roles at this level are responsible for planning and co-ordinating own work, and may supervise a team of workers in similar support work roles, e.g. providing one-to-one support and group community support. This level requires independent analysis and use of judgement. There is regular contact with others: persuasiveness or assertiveness skills are needed. Vocational qualification and relevant experience is also required.

People Management

Allocate routine or basic work to team colleagues and co-ordinate the work tasks, under instruction.

Equality and Diversity

Act in accordance with the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Representative Accountabilities & Responsibilities:

- Supervise team and allocate work on a day to day basis, promoting good practice to deliver high quality, person centred care
- Identify service user needs in the relevant service area and organise services to meet those needs by direct provision or advice and/or advice and support
- Recognise and alert managers to changes in service user health/mobility/behaviour
- Undertake regular reviews and risk assessments, assessing the level of support needed by service users
- Work alongside other professionals and liaise with other agencies such as health, community and emergency services to support service users and promote the service
- Deliver training on specific issues, disseminate information to team

Job Family: Social Care and Inclusion

Code: SCI07

Grade: 7

Typical Knowledge, Skills & Experience:

- Level 3 or equivalent vocational experience
- Ability to develop, motivate and supervise staff.
- Knowledge of relevant legislation and national guidance for good practice
- Knowledge of use of specialist equipment to support service user and activity
- Ability to interpret situations, analyse behaviours to make judgements and specialist interventions to achieve outcomes
- Knowledge of professional support groups, external agencies and other organisations
- Ability to advise and guide service users to encourage development and to access services they are entitled.
- Sensitivity and empathy to build trusting and supportive relationships with service users and families in times of vulnerability, abuse, mental and physical health problems
- Treating people with dignity and respect
- Ability to undertake and implement formal risk assessments
- Ability to promote independence of choice for service users

Job Family: Social Care and Inclusion

Code: SCI06

Grade: 6

Level Purpose:

To provide direct services, including managing a varied caseload of less complex cases under supervision, or providing frontline support work to children and parents / carers within a team.

Overall:

This level features support or key workers with some experience of working with service user group. Role holders provide support to service users and colleagues using analysis and judgement to apply knowledge of systems, procedures and best practice. They work within clear procedures and best practice guidelines.

People Management

Allocate routine activities to team colleagues and co-ordinate the work tasks, under instruction.

Equality and Diversity

Act in accordance with the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Social Care and Inclusion

Code: SCI06

Grade: 6

Representative Accountabilities & Responsibilities:

- Plan organise and supervise activities allocated by senior colleagues and in line with any regulatory requirements
- Provide support to service users and families and liaise with parents/carers to achieve and provide care requirements including personal care and support - accessing facilities
- Alert managers to changes in service user health/mobility/behaviour
- Maximising independence, working with local community networks, voluntary and self help groups
- May devise, build and assist users in the use of equipment/materials involving assistive technology
- Provide support service to young offenders, engaging them in community activities
- Record service user progress e.g. Care plans, logs, reviews, incident forms, Personal Education Plans for young people
- Act as mentor/ support to volunteers on the scheme in gaining necessary skills / knowledge

Job Family: Social Care and Inclusion

Code: SCI06

Grade: 6

Typical Knowledge, Skills & Experience:

- Relevant care qualification, such as level 2 with commitment to undertake Skills for Care training upon appointment to post
- Practical knowledge of a range of procedures and specialist equipment and materials to support service users
- Experience of working with the relevant service user group and understanding relevant statutory requirements
- Ability to persuade and motivate service users to participate in activities and to achieve best quality of life appropriate to them
- Sensitivity and empathy to build trusting and supportive relationships with service users and families in times of vulnerability, abuse, mental and physical health problems
- Treating people with dignity and respect
- Ability to manage challenging behaviour e.g. behavioural difficulties in homes or when service user is in the community.
- Awareness of legislation around duty of care

Job Family: Social Care and Inclusion

Code: SCI05

Grade: 5

Level Purpose:

To provide practical social care support to service users with a range of complex and challenging needs to promote health and wellbeing, enhance quality of life and to enable, improve and maintain independence.

Overall:

Roles include allocated tasks of a patterned nature and involve working within routine procedures and detailed instructions across a range of settings. The role may require short term planning of tasks and activities directly with the service user. This level requires the ability to build trust with service user groups, promoting independent living and development. Knowledge of a range of procedures and a working knowledge of partner organisations is required.

People Management

Co-ordinate the work of a team.

Equality and Diversity

Act in accordance with the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Representative Accountabilities & Responsibilities:

- Support service users with personal care and medication.
- Carry out domestic duties
- Alert managers to changes in service user health/mobility/behaviour
- Maximise independence, promote service user engagement in social activity, working with local community networks, voluntary and self help groups
- Complete records of service user progress e.g. care plans, logs and reviews.
- Complete, record and maintain information in line with relevant processes
- Provide emotional support to service users and families
- Liaise with colleagues, other agencies, service users with a range of complex needs and their families/carers

Job Family: Social Care and Inclusion

Code: SCI05

Grade: 5

Typical Knowledge, Skills & Experience:

- Relevant care qualification, such as level 2 with commitment to undertake Skills for Care training upon appointment to post
- Caring skills in order to provide practical, emotional support to service users and families
- Skills to advise service users and families on mobility, nutrition, assistance with financial issues
- Skills to influence persuade and motivate to stimulate service users to achieve best quality of life appropriate to them
- Sensitivity and empathy to build trusting and supportive relationships with service users and families in times of vulnerability, abuse, mental and physical health problems
- Treating people with dignity and respect
- Knowledge of a range of procedures and use of equipment such as moving and handling aids
- Organisational knowledge of Council professional care groups and external agencies such as GPs, nursing services, emergency services
- Ability to follow routines, carry out set care plans, record and monitor changes in service user condition

Job Family: Social Care and Inclusion

Code: SCI04

Grade: 4

Level Purpose:

To provide personal care and practical support, working in a range of settings to meet changing service user and service requirements.

Overall:

Roles include allocated tasks of a routine nature, governed by clear instruction: though there is an element of flexibility according to service user need. The focus of the role is the welfare and support of service users.

People Management

Co-ordinate the work of a small team.

Equality and Diversity

Act in accordance with the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with the Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Social Care and Inclusion

Code: SCI04

Grade: 4

Representative Accountabilities & Responsibilities:

- Support service users with personal care and medication
- Carry out domestic duties
- Alert managers to changes in service user health/mobility/behaviour
- Maximise independence, promote service user engagement in social activity, working with local community networks, voluntary and self help groups
- Complete records of activities carried out as specified in the care plan
- Complete, record and maintain information in line with relevant processes
- Safe transport of service users which may be in conjunction with escorts, staff and parents

Job Family: Social Care and Inclusion

Code: SCI04

Grade: 4

Typical Knowledge, Skills & Experience:

- Qualified to level 2 or relevant experience
- PSV licence, first aid trained
- Knowledge of health and safety procedures and safe working practices
- Caring skills in order to provide front line support to service users
- Sensitivity and empathy to build trusting and supportive relationships with service users and families in times of vulnerability, abuse, mental and physical health problems
- Treating people with dignity and respect
- Knowledge of a range of procedures and of simple equipment such as moving and handling aids, cleaning equipment
- Knowledge of standardised work routines in order to carry out set care plans, record and monitor changes in client condition