

PCD15

**People Care
and
Development**

Role Profile Description

Date	January 2015
Purpose	To provide expert advice, recommendations and support the implementation of a range of programmes and activities that develops the capacity of individuals, groups and communities.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> Representing the Service on policy matters relevant to the role. 	<ul style="list-style-type: none"> The Service's policies are represented effectively. The Council's reputation is safeguarded or enhanced.
<ul style="list-style-type: none"> Providing instruction and on-the-job training for colleagues. Allocating and checking the work of colleagues in the same work area. Contributing to team-working. Providing support and advice to staff. Providing advice, influencing colleagues to adopt recommendations. 	<ul style="list-style-type: none"> Teamwork is effective. Colleagues are supported.
Competency measurements	
Build effective relationships with people and promote the "one council" approach.	
Manage employees' performance.	
Integrate the skills and abilities of the team to create a successful team.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> Delivering training and providing expert advice to internal and external people within own area. Leading on specific projects or work streams as necessary. 	<ul style="list-style-type: none"> Standards are determined and maintained and the skill base is enhanced. Statutory responsibilities are delivered.
<ul style="list-style-type: none"> Implementing quality assurance processes and monitoring and reporting on outcomes. Contributing to service planning within the service. 	<ul style="list-style-type: none"> Processes are improved. Processes operate effectively. Programme objectives are achieved.
<ul style="list-style-type: none"> Determining the progression of complex work 	<ul style="list-style-type: none"> Complex work is progressed in line with quality,

<p>and monitoring progress.</p> <ul style="list-style-type: none"> • Making judgements and decisions within the scope of the policy framework. 	<p>national and legislative standards.</p>
<ul style="list-style-type: none"> • Conducting assessments in particularly complex or high risk circumstances. 	<ul style="list-style-type: none"> • Any hazards that exist or may develop are determined. • Proper action is taken to mitigate immediate risk and to control future risk potential. • The risk to the health and safety of staff and service users is reduced. • Appropriate interventions to support service users are provided. • Legal remedy is provided and actions are taken on the Services behalf. • All service users are protected. • The Council's reputation is safeguarded or enhanced.
<p>Competency measurements</p>	
<p>Make complex and tough decisions, develop and implement influencing approaches.</p>	

<p>Service Improvement and innovation</p>	
<p>Accountable For</p>	<p>End Result</p>
<ul style="list-style-type: none"> • Liaising and co-ordinating activities with service partners to ensure effective delivery and improvement of service. 	<ul style="list-style-type: none"> • Working practices are integrated across partnerships, to achieve and improve service delivery.
<ul style="list-style-type: none"> • Monitoring and reviewing policy, practice and procedures, recommending and implementing changes as necessary. • Undertaking and arranging research to develop training, policy practice and guidelines. 	<ul style="list-style-type: none"> • There is optimum use of available resources. • Quality of service and efficiency are improved. • The latest thinking and best practice informs service delivery.
<p>Competency measurements</p>	
<p>Identify opportunities for business success and focus on making a difference.</p>	

<p>Managing resources</p>	
<p>Accountable For</p>	<p>End Result</p>
<ul style="list-style-type: none"> • Interrogating data, recommending actions and establishing priorities. 	<ul style="list-style-type: none"> • Available resources are systematically allocated to achieve agreed objectives.
<ul style="list-style-type: none"> • Contributing to the planning of expenditure for the team, site or projects. • Planning and controlling budgets for specific areas. • Accessing and securing funding, where appropriate. • Sharing and co-ordinating resources relevant to the work area. 	<ul style="list-style-type: none"> • Essential internal resources are provided. • Services within agreed resources are achieved.
<p>Competency measurements</p>	
<p>Anticipate and prepare for future needs using resources effectively and respond to demands of changing priorities and needs.</p>	

<p>Customer and Community focused</p>	
<p>Accountable For</p>	<p>End Result</p>
<ul style="list-style-type: none"> • Working directly with clients, supervising and monitoring the quality of delivery, liaising with 	<ul style="list-style-type: none"> • Service user needs are met.

<p>other agencies.</p> <ul style="list-style-type: none"> • Providing expert professional advice on major issues in own area of expertise and recommend appropriate solutions. • Liaising with, and briefing stakeholders. 	<ul style="list-style-type: none"> • Professional advice is provided and implemented. • External trends and developments are understood. • The Service is aware of implications, risks and benefits. • Effective relationships exist with the customer base. • Shared resources are used efficiently and effectively.
<ul style="list-style-type: none"> • Representing the service in liaison with other agencies and disciplines, in order to reach decisions. • Working with managers in partnership organisations and departments and other agencies. • Liaising regularly with government departments. 	<ul style="list-style-type: none"> • There is an integrated approach between agencies. • There is improved efficiency in service delivery.
<p>Competency measurements</p>	
<p>Initiate, build and maintain customer and stakeholder relationships to support delivery of effective service outcomes.</p>	

<p>Qualifications, knowledge, experience and expertise</p>
<ul style="list-style-type: none"> • NVQ level 5, professional qualification or equivalent experience. • In some areas, a registered qualification and / or professional accreditation is a requirement. • Thorough understanding of the service area and the business and the context within which it operates. • Organisational/planning skills. • Expert in a relevant professional discipline • Specialism acquired through relevant qualification or recognised training programmes. • Ability to influence people to change behaviours or make difficult changes. • Expert breadth and depth of knowledge regarding the service and relevant legislation. • Knowledge of Health and Safety and similar procedures and policies and their application to the work area. • Understanding of budget processes and organisational priorities. • Knowledge of inward- and outward-facing Council issues. • Good interpersonal skills including negotiating, conciliating, people management and motivational skills. • Experience of implementing change. • Political awareness. • ICT competent with skills relevant to the work area.

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.

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.

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