



Role Profile Description

Date	January 2015
Purpose	To advise on developing and implementing care/support programmes for individuals, groups and communities. To manage complex and high risk cases.

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. 	<ul style="list-style-type: none"> Learning objectives are achieved.
<ul style="list-style-type: none"> Contributing to team-working. Providing instruction, coaching and on-the-job training for colleagues. Assisting in allocating and checking the work of colleagues in the same work area. 	<ul style="list-style-type: none"> Teamwork is effective. Colleagues are supported.
Competency measurements	
Actively develop relationships through regular communication and promote effective team working. Promote council goals.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> Developing and agreeing a course(s) of action covering the short- and medium-terms. Carrying out duties according to instruction and legal and procedural framework. 	<ul style="list-style-type: none"> Programmes and activities are delivered to an agreed schedule that has service user commitment.
<ul style="list-style-type: none"> Conducting complex assessments to recommend the appropriate service. Undertaking complex and high risk needs analysis and developing support/action plans. 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. Legal remedy is provided and actions are taken on behalf of the local authority.
<ul style="list-style-type: none"> Gathering information to investigate and analyse need for specialist complex / high risk cases. 	<ul style="list-style-type: none"> Appropriate programmes/plans are developed. Content and programme priorities are established. Safeguarding individuals.
<ul style="list-style-type: none"> Planning interventions and actions for assigned 	<ul style="list-style-type: none"> Requirements are assessed.

<ul style="list-style-type: none"> complex / high risk cases. Reviewing action plans and monitoring risk. 	<ul style="list-style-type: none"> Appropriate support is delivered. The safety and wellbeing of vulnerable users and public is maintained.
<ul style="list-style-type: none"> Assessing, planning and delivering individual and/or group support/action plans. 	<ul style="list-style-type: none"> A programme of learning and development and/or care and support is delivered for groups, individuals or communities.
<ul style="list-style-type: none"> Implementing programmes/activities. 	<ul style="list-style-type: none"> Programmes/plans are delivered to the required standards and timescales.
<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.
<p>Competency measurements</p> <p>Use sound judgement by weighing up different options to arrive at the best solution based on time, cost and quality. Use direct persuasion.</p>	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> Ensuring delivery of service, at specialist knowledge level, to other practitioners and managers. Contributing to annual service plans. 	<ul style="list-style-type: none"> Awareness of the issues is raised. Corporate outcomes are influenced.
<ul style="list-style-type: none"> Monitoring and verifying programmes to identify their effectiveness. 	<ul style="list-style-type: none"> Standards are maintained and improved. Any accreditations are maintained. Actions are taken to correct deficiencies.
<ul style="list-style-type: none"> Making recommendations for improvements. Cooperating with change. 	<ul style="list-style-type: none"> Changes are implemented and effective.
<p>Competency measurements</p> <p>Look ahead - anticipate obstacles and take action to avoid crisis. Think ahead to identify opportunities to achieve better outcomes.</p>	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> Contributing to the planning of expenditure for the team, site or projects. Monitoring and controlling elements of delegated budgets and assisting in accessing funds from other Bodies. Working with internal and external colleagues - sharing and co-ordinating resources. 	<ul style="list-style-type: none"> Services are achieved within agreed resources.
<ul style="list-style-type: none"> Liaising and co-ordinating with internal/external partners to ensure that delivery fits with other existing provisions and service user's needs. 	<ul style="list-style-type: none"> The optimum benefits and efficiencies are achieved from the available resources. Service user's needs are met. Service provider is informed of resource need.
<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.
<p>Competency measurements</p> <p>Deliver and contribute to realistic estimates and plans, monitor resources against key targets and hold their team to account. Prioritise own and teams day to day work.</p>	

Customer and Community focused	
Accountable For	End Result

<ul style="list-style-type: none"> • Providing multi-faceted interventions to 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"> • Providing advice, guidance, direct support and/or enforcement to service users using defined policies, procedures and working practices. • Liaising with external and internal partners on day-to-day service issues. • Working directly with vulnerable service users as required. 	<ul style="list-style-type: none"> • Conduct and application of good practice in service area is achieved. • Service users are protected.
<ul style="list-style-type: none"> • Acting as a point of contact, that communities, service users, users' parents/carers/guardians and their families, can trust. • Support individuals and groups in making choices and in navigating their way through the system. 	<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.

Competency measurements

Work to exceed customer expectations and take full ownership of customer enquiries.

Qualifications, knowledge, experience and expertise

- Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4).
- In some areas, a registered qualification and / or professional accreditation is a requirement.
- Expert breadth and depth of knowledge regarding the service and relevant legislation.
- Specialism acquired through relevant qualification or recognised training programmes.
- Knowledge of Health and Safety and similar procedures and policies and their application to the work area.
- Practical experience in workplace with vulnerable and / or young people, to understand risk and safety hazards.
- 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.
- Ability to influence people to change behaviours or make difficult changes.
- Ability to cope with significantly challenging behaviour and circumstances.
- Political awareness.
- Experience of implementing change.
- ICT competent and skills relevant to 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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