

Role Profile

Date	1 June 2007
Family	Social Care
Role Profile Level	2A

PURPOSE

To deliver the immediate provision of personal and practical support to the service user and/or assess, coordinate and take action upon care plans.

ROLE ACCOUNTABILITY	END RESULT
Practical Support	
Support/Organise or provide practical assistance to service users.	<ul style="list-style-type: none"> Environmental hygiene. Sustenance of service users
Personal Support	
Organise or provide intimate personal care and social care to vulnerable service users.	<ul style="list-style-type: none"> Health, safety and personal hygiene of the individual Service users receive the appropriate medication and care
Health Care	
Provide health care to service users guided by qualified health service staff.	<ul style="list-style-type: none"> Service users receive the appropriate medication and care in line with professional health staff's instructions and standard procedures Preserve life, health and safety of service user
Rehabilitation	
Provide basic coaching and rehabilitation support to service users.	<ul style="list-style-type: none"> Encouragement of service users to apply good practices Improved health and independence in service users Service users access services
Assessment/Risk management	
Act as first point of contact to provide initial judgement for service users and providers and contribute to care plan.	<ul style="list-style-type: none"> Provision of an immediate deployment of assistance to service user Escalation of the user's case to ensure appropriate advice is given to field workers and service users
Guidance	
Inform service users how to contact the relevant service/person that can offer assistance.	<ul style="list-style-type: none"> Provide accurate sign posting to users People know how to obtain the service and assistance they need
Reports	
Report on service users' circumstances from the users' location.	<ul style="list-style-type: none"> Current information about user is up to date The relevant responsible authority is informed Customers' changing needs are met within an appropriate elapsed time Maintenance of vulnerable service users' health and safety

Relationships	
Liaise directly with internal external professionals	<ul style="list-style-type: none"> • Information exchanged • integrated service provided

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Works directly with clients in receipt of social work/care services and their extended social network. Supervisors to receive direction and provide report. Care professional to exchange information and inform care planning.
Working Environment Context (physical, disagreeable, health and safety aspects)
May involve dealing with significantly challenging behaviour. May involve providing intimate personal care. May involve administering basic routine medical care. Dispersed location and environment. Handling and manoeuvring of equipment such e.g. wheelchairs, Zimmer frames, bath lifts.
Creativity; discretion; impact: concentration
Carry out duties according to instruction and standard procedure. Refer non-standard situations elsewhere. Deal with immediate emergency situations.
Planning requirement
Following a precise care plan – organise equipment and resources
Key facts and figure ranges (include likely size of any team managed)
Typically one-to-one interaction with service users and some small groups. May support new staff.
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
SVQ2 core skills or equivalent experience. Induction training including policy, procedures and basic health and safety. Training by qualified medical practitioner to administer medication and routine medical care. Basic reading and writing.
Equipment operated and essential skills
Medical equipment such as wheelchairs, Zimmer frames, bath lifts.