



Role Profile Description

Date	January 2015
Purpose	To deliver a range of learning/skills and/or personal/practical support to meet needs and/or well-being for individuals and/or groups.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated tasks. 	<ul style="list-style-type: none"> • Deadlines and work cycles are met. • Work is completed for the team, to the required standard and quality. • The team plan is met. • Good use of own time is demonstrated.
<ul style="list-style-type: none"> • Contributing to team-working. • Supporting and guiding less experienced staff, if required. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurements	
Clarify what is personally required to do the job well and take pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Implementing a defined programme/activity/plan within a specified timescale. • Carrying out duties in accordance with instructions, standards procedures and agreed programmes / plans, including tailoring service to meet client's specific needs. 	<ul style="list-style-type: none"> • The needs of the identified service users are met. • Programme delivered to an agreed schedule.
<ul style="list-style-type: none"> • Contributing to planning and then preparing a specific programme or activity. • Planning and delivering daily tasks to ensure service delivery. 	<ul style="list-style-type: none"> • The programme or activity is delivered effectively and resource used effectively.
<ul style="list-style-type: none"> • Monitoring delivery against agreed programme, where necessary overcoming obstacles or making adjustments. 	<ul style="list-style-type: none"> • Programme(s) / plan(s) are followed.
<ul style="list-style-type: none"> • Maintaining records. 	<ul style="list-style-type: none"> • Records are maintained in an accurate and complete manner, and in the required format.

<ul style="list-style-type: none"> • Reporting on service users' circumstances. • Liaising with line management on routine and non-routine/non-standard issues, referring non-standard situations appropriately. 	<ul style="list-style-type: none"> • The outcomes of the programme/plan are reviewed and assessed. • Current information about the service users is maintained. • The relevant responsible authority is informed, when necessary. • The changing needs of service users are met. • Service users' health and safety is maintained. • The appropriate actions of others are supported, based on up-to-date, accurate information. • There is an integrated service for users.
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Competency measurements

Check facts and consider options before deciding on how best to do own job.
Report repeated problems, waste and inefficiency.

Service Improvement and innovation

Accountable For	End Result
<ul style="list-style-type: none"> • Monitoring, assessing and adapting the activity/programme/plan for continued positive impact. • Cooperating with change and liaising with line management on routine and non-routine/non-standard issues. 	<ul style="list-style-type: none"> • Delivery is effective. • Content is revised appropriately. • The impact on the individual/group is successful.
<ul style="list-style-type: none"> • Making recommendations for improvement. 	<ul style="list-style-type: none"> • Improvements are identified and implemented.

Competency measurements

Open-minded about new ways of working and committed to make improvements.

Managing resources

Accountable For	End Result
<ul style="list-style-type: none"> • Coordinating the use of resources with internal and external colleagues engaged in delivering the programme. • Handling cash, including client monies. 	<ul style="list-style-type: none"> • Complementary skills and resources are used effectively to enhance the programme/activity/plan and achieve value-for-money. • Service users' needs are met.
<ul style="list-style-type: none"> • Identifying, requesting, organising and using the resources necessary for service delivery. 	<ul style="list-style-type: none"> • The correct equipment/materials and/or services are available when needed. • There are sufficient resources on site for work. • Service users' needs are met.
<ul style="list-style-type: none"> • Ensuring preparation of the environment and assessing and managing risks. • Using equipment relevant to the work area. 	<ul style="list-style-type: none"> • The venue supports learners/users. • Risks/hazards are identified.
<ul style="list-style-type: none"> • Maintaining accurate relevant records in accordance with procedures. • Collating data for reports, as directed. 	<ul style="list-style-type: none"> • All necessary records are complete and accurate. • Key issues are flagged. • Data is provided for reports in a timely manner. • Procedures are complied with.

Competency measurements

Understand that all actions have a cost so use resources efficiently.

Customer and Community focused

Accountable For	End Result
<ul style="list-style-type: none"> • Providing tailored assistance to meet the needs of the service users, including some who may have challenging behaviour. 	<ul style="list-style-type: none"> • Service users' needs are met. • Service is delivered effectively and best use is

<ul style="list-style-type: none"> • Providing personal and/or health care to service users, as appropriate, supervised by specialist, qualified staff. 	<p>made of available resources.</p> <ul style="list-style-type: none"> • Service users receive the appropriate care in accordance with specialist qualified staff, instructions and standard procedures. • The health and safety of the service user is preserved. • Service users' care needs are met.
<ul style="list-style-type: none"> • Acting as a first point of contact and providing initial judgement on how to meet the service user needs. • Working directly with service users / service user groups in areas of activity that are closely defined by policy, procedure and working practice. • Communicating with service users' parents / carers / guardians and others involved in their wellbeing. • Cooperating with, and providing information to external agencies. 	<ul style="list-style-type: none"> • The health and safety of users is supported. • Cases are escalated, or standard procedures are followed, to reduce immediate risks. • Support to service users is deployed immediately, when appropriate. • Service users' cases are escalated, to ensure the appropriate advice/care is given.
<p>Competency measurements</p>	
<p>Respond to customer needs; deal with customers in a courteous, timely and professional manner.</p>	

Qualifications, knowledge, experience and expertise

- NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Commitment to ongoing personal development.
- Knowledge of the procedures in the service area and how to apply them.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Practical experience in the workplace with vulnerable and / or young people, to understand risk and safety hazards.
- Knowledge of how best to deal with and refer emergencies and non-standard cases.
- Ability to cope with significantly challenging behaviour and circumstances.

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.

For further information please see:-

[www.cumbria.](http://www.cumbria.gov.uk)