

**Glasgow City Council**

**Role Profile Description**

<b>Date</b>	<b>May 2006</b>
<b>Family</b>	<b>People care and support</b>
<b>Role profile Level Number</b>	<b>6</b>
<b>Reporting line (general)</b>	<b>Typically reports to level 6 or 7</b>
<b>Purpose</b>	
<b>To manage complex and higher risk cases and supervise others in maintaining and improving the well-being and security of service users and the community.</b>	
<b>Work area statement</b>	
<b>Action</b>	<b>End Result</b>
<b>Client Risk Management</b>	
Assess and manage the risk associated with assigned cases.	<ul style="list-style-type: none"> <li>• Determine any hazards that exist or that may develop</li> <li>• Take proper action to mitigate to immediate risk and control future risk potential.</li> <li>• Reduction of risk to the health and safety of staff and service users</li> </ul>
Conduct assessments in complex or high risk circumstances.	<ul style="list-style-type: none"> <li>• Identification of service users' needs</li> <li>• Provision of appropriate intervention to support service users</li> <li>• Protection of vulnerable individuals</li> </ul>
<b>Case management</b>	
Plan intervention to be implemented for the assigned complex and high risk cases.	<ul style="list-style-type: none"> <li>• Proper assessment of user requirements</li> <li>• Service provider informed of resource need</li> <li>• Appropriate intervention delivered to service user(s)</li> <li>• Health, safety, wellbeing and reduction of risk to individuals and the community</li> </ul>
Acquire, review and monitor case information in line with specified guidelines and prepare data for Public access.	<ul style="list-style-type: none"> <li>• Maintenance of complete and accurate case records and data confidentiality</li> <li>• Correction of non compliant information</li> <li>• Provide legal remedy and act on behalf of local authority</li> <li>• Satisfaction of public accountability</li> </ul>
<b>Guidance</b>	
Provide advice, guidance, direct support and/or enforcement to service users.	<ul style="list-style-type: none"> <li>• Proper conduct and application of good practice in service area</li> <li>• Protection of the community and vulnerable individuals</li> </ul>
Act as an expert witness and Officer of the Court when required.	<ul style="list-style-type: none"> <li>• Provision of legal evidence to support the well-being and security of vulnerable individuals or the community</li> <li>• Provision of information concerning conduct and actions of the service provider</li> <li>• Provision of expert advice to lawyers</li> </ul>
<b>Relationships</b>	
Liaise with other agencies on operational issues and deliver service in partnership.	<ul style="list-style-type: none"> <li>• Quality, integrated service delivered to service users</li> <li>• Optimum and effective provision of services</li> </ul>

<b>Reports</b>	
Prepare standard reports for internal use.	<ul style="list-style-type: none"> <li>• Existence of clear record of actions, circumstances and decisions</li> <li>• Prepared in required format and maintained in proper location</li> </ul>
<b>Service Delivery</b>	
Supervise, control and review the delivery of service by staff and contractors in own service area.	<ul style="list-style-type: none"> <li>• Provision of proper, appropriate and timely intervention to support service users</li> <li>• Meeting of quality, national and legislative standards</li> <li>• Take action on deficiencies assessed</li> <li>• Council receives value for money from outsourced services</li> <li>• Customer satisfaction with services provided</li> </ul>
Identify necessary resources to deliver service and recommend deployment of resources in own service area.	<ul style="list-style-type: none"> <li>• Delivery of appropriate level of support for service users within policy guidelines</li> <li>• Assure protection of vulnerable individuals in assigned service area</li> <li>• Realistic work distribution for staff</li> </ul>
<b>People Management</b>	
Organise, develop and motivate a team of staff.	<ul style="list-style-type: none"> <li>• Ensure that the team is capable of achieving the required outputs</li> </ul>
<b>Development</b>	
Advise and support the learning and personal development of practitioners in training.	<ul style="list-style-type: none"> <li>• Career progression of suitably experienced and qualified individuals within the service</li> <li>• Meeting of quality, national and legislative standards</li> </ul>
<b>Service development</b>	
Contribute towards developing local, national and professional policy, standards and procedure.	<ul style="list-style-type: none"> <li>• Enhanced quality of service</li> <li>• Influence and lobbying of future policy</li> <li>• Represent the Council's formal view</li> </ul>

<b>Nature of contacts and relationship (who and the nature of the communications)</b>		
Works directly with vulnerable service users. Supervise the delivery of service by staff in own field. Coordinate responses from other agencies on operational issues and deliver service in partnership.		
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>		
May involve dealing with challenging behaviour. Unpredictable work environment – may involve visiting people in their homes prior to assessment. Work dispersed - including office, home visits and/or institutions. Likely to involve disruption to planned work. Likely to involve isolated working outside core hours. May involve some lifting.		
<b>Procedural Context (creativity, discretion, impact)</b>		
Use initiative to deal with individual cases on an immediate basis. Exercise expert judgement in assessing risk to service users or staff. Recognition as an Officer of the Court – able to get warrants to search premises. High level of confidentiality required.		
<b>Key facts and figure ranges (include likely size of any team managed)</b>		
Manage small team of staff. Typically deal with 20-30 cases at any one time.		
<b>Skills, knowledge and qualifications</b>		
Formal qualifications required. Essential and generally preferred		
Typically needs a registered qualification as a legislative requirement. Diploma in Social Work or Occupational Therapy. Certified to work in child protection. SVQ Level 4.		
<b>Work knowledge</b>		
Expert breadth and depth of knowledge regarding the service. Understanding of relevant legislation. Computer literacy and working knowledge of database management. Comfort engaging with people.		
<b>Work skills and equipment operated</b>		
Presentation and advocacy skills. Assessment and investigation skills. Administrative skills. Use of specialist equipment.		
<b>Key Competency Requirement</b>		
	<b>Competency</b>	<b>Level</b>
1	Influencing	2
2	Communication	2
3	Customer Orientation	2
4	Collaboration	2
5	Planning & Delivering Change	1
6	Initiative	2
7		
8		