

Wolverhampton City Council
Role Profile Description
PSWSB30S

Date	December 2011
Family	Personal and Social Wellbeing (School Based)
Role Profile Level Number	30S
Purpose	
To supervise others in maintaining and improving the wellbeing and security of pupils and their families or carers in a school or educational establishment setting.	
Role Accountability	End Result
Case Management	
Monitor and review case information input into client data base retaining confidentiality.	<ul style="list-style-type: none"> • Maintenance of complete and accurate case records • Correction of non-compliant information
Care Plan Implementation	
Plan intervention to be implemented for complex and high risk cases.	<ul style="list-style-type: none"> • Assessment of pupil and their families or carers requirements • Service provider informed of resource need • Appropriate intervention delivered to pupil and their families or carers • Reduction of risk to individual pupils and the wider community
Monitoring	
Acquire data and monitor cases in line with specified guidelines.	<ul style="list-style-type: none"> • Safety and well-being of pupils and members of the wider community • Provide legal remedy and act on behalf of the Governing Body
Advice	
Provide advice, guidance, direct support and/or enforcement to pupils	<ul style="list-style-type: none"> • Application of good practice in service area • Protection of the community and pupils

Reports	
Report back comprehensive and accurate information and observations from the field to Headteacher / SLT/ teaching and non-teaching colleagues and other professionals for their use.	<ul style="list-style-type: none"> • Support the delivery of required support for pupils • Current information is up-to-date • The relevant responsible authority is informed
Prepare standard reports for internal use.	<ul style="list-style-type: none"> • Clear record of actions, circumstances and decisions • Protection of pupils
Budget	
Control devolved budget for specific area.	<ul style="list-style-type: none"> • Achievement of services within agreed resources
People and Performance Management	
Supervise the delivery of service by staff in own service area.	<ul style="list-style-type: none"> • Provision of appropriate and timely intervention to support pupils Meeting of quality, national and legislative standards
Monitor and review contractor service against Service Level Agreements.	<ul style="list-style-type: none"> • Meeting of service quality and legislative standards • Take action on deficiencies assessed • School or establishment receives value for money from outsourced services
Organise, develop and motivate a team of staff.	<ul style="list-style-type: none"> • Ensure that the team is capable of achieving the required outputs
Review customer satisfaction with service provided.	<ul style="list-style-type: none"> • Assessment of corrective action required • Implementation of agreed actions • Enhanced quality of service
Assessment and Risk Management	
Assess and manage the risk associated with assigned cases.	<ul style="list-style-type: none"> • Determine any hazards that exist or that may develop • Take action to mitigate to immediate risk and control future risk potential • Reduction of risk to the health and safety of staff and pupils

Relationships	
Gather information and liaise with colleagues from other agencies on day-to-day matters.	<ul style="list-style-type: none"> • Pupils receive required support in good time • Decisions taken are informed by up-to-date, accurate information • Actions taken are appropriate to the known circumstances
Multi-Agency Working	
Acts as a single point of contact that pupils and their families or carers can trust, and who is able to support them in making choices and in navigating their way through the system.	<ul style="list-style-type: none"> • Appropriate well planned interventions when needed - regularly reviewed and effectively delivered • Overlap and inconsistency from other practitioners reduced
Nature of Contacts and Relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Supervise and co-ordinates the deployment of staff including contractor staff • Works directly with vulnerable pupils and their families or carers • Communicates with pupils parents, carers, and others responsible for their well being e.g., Headteacher, teaching and non-teaching colleagues) • Makes reports to Headteacher / Supervisor • May involve direct contact with the Governing Body • May act as first point of contact internally and with other agencies 	
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • May involve dealing with challenging behaviour • May involve providing intimate personal care • Likely to involve both office and dispersed working • May involve working within a residential environment 	
Procedural Context (creativity, discretion, impact)	
<ul style="list-style-type: none"> • Carry out duties according to instruction and standard procedure • Exercise degree of judgement in assessing risk to pupils and their families or carers and staff • Coaching staff in standard procedures 	

Planning Requirement
<ul style="list-style-type: none"> • Planning the work of other staff • Plans packages of care
Key Facts and Figure Ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • Professionally supervise up to 20 staff
Skills, Knowledge and Qualifications
<ul style="list-style-type: none"> • NVQ 3 • Practical experience in workplace with fragile and vulnerable people to understand safety hazards • Ability to cope with significantly challenging behaviour • Supervisory skills training
Equipment Operated and Essential Skills
<ul style="list-style-type: none"> • Medical equipment such as wheelchairs, Zimmer frames, bath lifts • PC for accessing and keeping records