



## Wolverhampton City Council

### Role Profile Description

<b>Date</b>	<b>October 2013</b>
<b>Family</b>	<b>Personal and Social Wellbeing (School based)</b>
<b>Role Profile Level Number</b>	<b>33</b>
<b>Purpose</b>	
To manage others in supporting the well-being, independence and security of pupils and the community within a specialised service user group.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Case Management</b>	
Monitor and review of case information input into client data base retaining confidentiality.	<ul style="list-style-type: none"> <li>Maintenance of complete and accurate case records</li> <li>Correction of non-compliant information</li> </ul>
<b>Care Plan Implementation</b>	
Plan intervention to be implemented for complex and high risk cases.	<ul style="list-style-type: none"> <li>Assessment of pupil and their families or carers requirements</li> <li>Service provider informed of resource need</li> <li>Appropriate intervention delivered to pupil and their families or carers</li> <li>Reduction of risk to individual pupils and the wider</li> </ul>
<b>Monitoring</b>	
Acquire data and monitor cases in line with specified guidelines.	<ul style="list-style-type: none"> <li>Safety and well-being of pupils and members of the wider community</li> <li>Provide legal remedy and act on behalf of the Governing Body</li> </ul>
<b>Advice</b>	
Provide advice, guidance, direct support and/or enforcement to pupils.	<ul style="list-style-type: none"> <li>Application of good practice in service area</li> <li>Protection of the community and pupils</li> </ul>
<b>Reports</b>	
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"> <li>Support the delivery of required support for pupils</li> <li>Current information is up-to-date</li> <li>The relevant responsible authority is informed</li> </ul>
Prepare standard reports for internal use.	<ul style="list-style-type: none"> <li>Clear record of actions, circumstances and decisions</li> <li>Protection of pupils</li> </ul>
<b>Budget</b>	
May control devolved budget for specific area.	<ul style="list-style-type: none"> <li>Achievement of services within agreed resources</li> </ul>
<b>People and Performance Management</b>	
Manage the delivery of service by staff in own service area.	<ul style="list-style-type: none"> <li>Provision of appropriate and timely intervention to support service users</li> <li>Meeting of quality, national and</li> </ul>



	legislative standards
Monitor and review contractor service against Service Level Agreements.	<ul style="list-style-type: none"> <li>• Meeting of service quality and legislative standards</li> <li>• Take action on deficiencies assessed</li> <li>• School or establishment receives value for money from outsourced services</li> </ul>
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>
Review customer satisfaction with service provided.	<ul style="list-style-type: none"> <li>• Assessment of corrective action required</li> <li>• Implementation of agreed actions</li> <li>• Enhanced quality of service</li> </ul>
<b>Assessment and 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 action to mitigate to immediate risk and control future risk potential</li> <li>• Reduction of risk to the health and safety of staff and pupils</li> </ul>
<b>Relationships</b>	
Gather information and liaise with colleagues from other agencies on day-to-day matters.	<ul style="list-style-type: none"> <li>• Pupils receive required support in good time</li> <li>• Decisions taken are informed by up-to-date, accurate information</li> <li>• Actions taken are appropriate to the known circumstances</li> </ul>



<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>
<ul style="list-style-type: none"> <li>• Line manage and co-ordinate the deployment of staff including contractor staff</li> <li>• Works directly with vulnerable pupils and their families or carers</li> <li>• May act as first point of contact internally and with other agencies</li> </ul>
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>
<ul style="list-style-type: none"> <li>• May involve dealing with challenging behaviour</li> <li>• May involve providing intimate personal care</li> <li>• Likely to involve both office and dispersed working</li> <li>• May involve working within a residential and day care environment</li> </ul>
<b>Procedural Context (creativity, discretion, impact)</b>
<ul style="list-style-type: none"> <li>• Carry out duties according to instruction and legal and procedural framework</li> <li>• Exercise degree of judgement in assessing risk to pupils or staff</li> <li>• Coaching staff in standard procedures</li> </ul>
<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>• Planning the work of other staff</li> <li>• Plans packages of care</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• Line manages a medium to large team</li> <li>• May have devolved budgetary responsibilities</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• NVQ 3</li> <li>• Practical experience in workplace with fragile and vulnerable people to understand safety hazards</li> <li>• Ability to cope with significantly challenging behaviour</li> <li>• Supervisory skills training</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Medical equipment such as wheelchairs, Zimmer frames, bath lifts</li> <li>• PC for accessing and keeping records</li> </ul>