

**Wolverhampton City Council**  
**Role Profile Description**  
**PSWSB40S**

<b>Date</b>	<b>December 2011</b>
<b>Family</b>	<b>Personal and Social Wellbeing (School Based)</b>
<b>Role Profile Level Number</b>	<b>40S</b>
<b>Purpose</b>	
To supervise provider service staff in the delivery of direct care services in a school or educational establishment setting to promote independence and wellbeing.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Case Management</b>	
Monitor, manage and deliver care plans.	<ul style="list-style-type: none"> <li>• Safe and secure service</li> <li>• Maintenance of complete and accurate case records</li> <li>• Correction of non-compliant information</li> </ul>
Undertake case related reports in accordance with procedural and legislative requirements.	<ul style="list-style-type: none"> <li>• Right decisions made and statutory requirements met</li> </ul>
<b>Care Plan Implementation</b>	
Carry out safe and secure delivery of agreed care plans.	<ul style="list-style-type: none"> <li>• Appropriate intervention delivered to pupils and their families or carers</li> <li>• Reduction of risk and ongoing needs assessment to individuals and the community</li> </ul>
<b>Monitoring</b>	
Monitor the day to day service delivery in the specific setting in line with policy, procedure, legislation and regulations.	<ul style="list-style-type: none"> <li>• Safety and well-being of pupils and the wider community</li> <li>• Compliance with legal and statutory requirements</li> <li>• Service objectives met</li> <li>• Effective and efficient services</li> </ul>

<b>Advice</b>	
Provide advice, guidance, direct support and care and protection of pupils and their families or carers	<ul style="list-style-type: none"> <li>• Conduct and application of good practice in service area</li> <li>• Protection of the community and pupils</li> </ul>
<b>People and Performance Management</b>	
Supervise 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 pupils and their families or carers</li> <li>• Meeting of quality, national and legislative standards</li> </ul>
Provide advice, guidance, and direct support to staff in service area.	Team is capable of service delivery
Review 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/Risk Management</b>	
Manage the risk associated with the service delivery including high risk situations.	<ul style="list-style-type: none"> <li>• Determine any safeguarding/wellbeing issues that exist or that may develop</li> <li>• Take action to respond to any identified safeguarding/wellbeing issues</li> <li>• Increased protection of pupils and their families or carers and ensured safeguarding procedures are followed</li> </ul>
<b>Service Development</b>	
Contribute towards developing professional policy, standards and procedure through service planning.	<ul style="list-style-type: none"> <li>• Enhanced quality of service</li> <li>• Influence the development of service plans and professional policies</li> <li>• Represent the school or establishment formal view</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</li> <li>• Optimum and effective provision of services</li> </ul>

<b>Multi-Agency Working</b>	
Acts as a 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"> <li>• Appropriate well planned interventions when needed - regularly reviewed and effectively and efficiently delivered</li> <li>• Overlap and inconsistency from other practitioners reduced</li> </ul>
<b>Reports</b>	
Provide up to date information, observations and prepare reports for internal use.	<ul style="list-style-type: none"> <li>• Delivery of required support for pupils and their families and carers</li> <li>• Service delivery continuity</li> <li>• Clear record of actions, circumstances and decisions</li> <li>• Protection of pupils</li> </ul>
<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>	
<ul style="list-style-type: none"> <li>• Supervise and co-ordinates the deployment of staff including contractor staff</li> <li>• Works directly with vulnerable pupils and their families or carers</li> <li>• Communicates with pupils parents, carers, and others responsible for their well being e.g., Headteacher, teaching and non-teaching colleagues)</li> <li>• Makes reports to Headteacher / Supervisor</li> <li>• May involve direct contact with the Governing Body</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>• Unpredictable work environment – may involve visiting people in their homes</li> <li>• May involved dispersed location and environment</li> <li>• Likely to involve disruption to planned work</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 learners or staff</li> <li>• Advising/guiding 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>• Supervise and deliver packages of care</li> <li>• Contribute to multi-disciplinary planning</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• Varied caseload including complex cases</li> <li>• Supervise and manage staff required to deliver service in the school or establishment</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• NVQ4 or equivalent</li> <li>• Managerial skills</li> <li>• Ability to cope with significantly challenging behaviour</li> <li>• Understanding of relevant legislation</li> <li>• Relevant breadth and depth of knowledge regarding the service</li> <li>• Specialist training specific to the pupil or learner group</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Computer – basic ICT skills, use of MS Office package</li> <li>• Relevant medical equipment</li> </ul>