Wolverhampton City Council
Role Profile Description
PSW20

Date	**June 2010**
Family	**Personal and Social Wellbeing**
Role Profile Level Number	**20**
Purpose	
To assess, coordinate and take action upon the immediate provision of personal and practical assistance to the service user to promote independence and wellbeing.	
Role Accountability	**End Result**
Practical Assistance	
Support/Organise or provide practical assistance to service users.	• Enable safe personal care of vulnerable service users • Sustenance of vulnerable service users • Availability of domestic supplies
Personal Assistance	
Organise or provide intimate personal care and social care to vulnerable service users.	• Health, safety and personal hygiene of the individual • Service users receives the appropriate medication and care
Support and Rehabilitation	
Provide basic support and rehabilitation to service users.	• Encouragement of service users to apply good practices • Improved wellbeing and independence of service users • Service users access services • Enablement of service users
Reports	
Report on service users' circumstances.	• Current information about user is up to date • The relevant responsible authority is informed • Users' changing needs are met within an appropriate elapsed time • Maintenance of vulnerable service

	users' health and safety
Assessment/Risk Management	
Act as key point of contact and provide initial judgement as a result of assessment for service users and providers.	• Provision of an immediate deployment of assistance to service user • Escalation of the user's case to ensure appropriate service delivery
Identify safeguarding/risk issues.	• Determine any risk and/or hazards that exist or that may develop • Escalate case or follow standard procedures including safeguarding to reduce immediate risk • Reduction in risk to health and safety of staff and service users
Multi-Agency Working	
Acts as a single point of contact that the service user and their family/carer/representative can trust, and who is able to support them in making choices and in navigating their way through the system.	• Appropriate well planned, coordinated interventions when needed - regularly reviewed and effectively delivered • Overlap and inconsistency from other practitioners reduced
Guidance	
Inform service users how to contact the relevant service/person that can offer assistance.	• Accurate sign posting to users • Service users know how to obtain the service and assistance they need

Nature of Contacts and Relationship (who and the nature of the communications)
• Works directly with vulnerable service users and informal carers • Communicates with service users' parents, guardians, carers, and others responsible for their well being e.g., head teachers) • Makes reports to supervisor • Co-ordinates with other agencies
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
• May involve dealing with significantly challenging behaviour or circumstances • May involve dispersed location and environment • May be a lone worker • Undertaking disagreeable personal care tasks • Moving and handling of service users for transit (e.g. wheelchair users)

Procedural Context (creativity, discretion, impact)
• Carry out duties according to instruction and standard procedures • Refer non-standard situations elsewhere both internally and to other agencies • Deal with immediate emergency situations • Exercises a degree of judgement in dealing with service users' day-to-day and immediate requirements
Planning Requirement
• Initiate and/or contribute to care plan
Key Facts and Figure Ranges (include likely size of any team managed)
• Typical number of concurrent assignees – typically one-to-one interaction with service users and some small groups • Access to budget for petty cash and for resources allocated to individual programmes
Skills, Knowledge and Qualifications
• NVQ Level 2 essential or equivalent experience • Induction training including policy, procedures and basic health and safety • Practical experience in workplace with vulnerable people to understand risk and safety hazards • Knowledge of where to refer emergencies and non-standard cases • Ability to cope with significantly challenging behaviour and circumstances
Equipment Operated and Essential Skills
• Moving and handling equipment • Basic computer literacy