Wolverhampton City Council
Role Profile Description
PSW35A

Date	**December 2011**
Family	**Personal and Social Wellbeing**
Role Profile Level Number	**35A**
Purpose	
To take lead responsibility and manage a caseload supporting the wellbeing and independence of service users within a specialised service user group.	
Role Accountability	**End Result**
Case Management	
Monitor and review of case information input into client data base retaining confidentiality.	• Maintenance of complete and accurate case records • Correction of non-compliant information
Undertake case related reports in accordance with procedural and legislative requirements.	• Right decisions made and statutory requirements met
Care Plan Implementation	
Plan intervention to be implemented for complex and high risk cases.	• Assessment of user requirements • Service provider informed of resource need • Appropriate intervention delivered to service user(s) • Reduction of risk to individuals and the community
Advice	
Provide advice, guidance, direct support and/or enforcement to service users.	• Application of good practice in service area • Protection of the community and vulnerable individuals
Cases	
Provide support in complex cases, under the supervision of a senior worker.	• Improved support of service users • Assistance to colleagues • Resourcing of user cases

	• Professional development of worker
Group Interventions	
Organise and run interventions with various groups and sections of the community.	• Behavioural change and social rehabilitation of individuals • Improved security and wellbeing within the community
People and Performance Management	
Contribute to team working; support and guide more junior, auxiliary and/or voluntary staff.	• Tasks are carried out accurately and efficiently and effectively within agreed time frames • Interventions are appropriately conducted
Multi-Agency Working	
Acts as key point of contact that the service user and their family can trust, and who is able to support them in making choices and in navigating their way through the system.	• Appropriate well planned interventions when needed - regularly reviewed and effectively and efficiency delivered • Overlap and inconsistency from other workers reduced
Assessment/Risk Management	
Conduct standard assessments of service users' circumstances and issues to recommend referral to the appropriate service.	• Identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals

Nature of Contacts and Relationship (who and the nature of the communications)

- Works directly with vulnerable service users
- Liaises with external and internal partners on day-to-day service issues

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)

- May involve dealing with challenging behaviour
- Unpredictable work environment – may involve visiting people in their homes
- May involve dispersed location and environment
- Likely to involve disruption to planned work
- May involve lone working outside core hours
- May involve working in a residential and day care environment

Procedural Context (creativity, discretion, impact)
• Carry out duties according to instruction and legal and procedural framework • Exercise degree of judgement in assessing risk to service users or staff • May support or guide staff in standard procedures
Planning Requirement
• Initiate assessments and carries out care management within the procedural framework • Leads on integrated and joint working
Key Facts and Figure Ranges (include likely size of any team managed)
• May typically deal with multiple cases and/or groups at one time
Skills, Knowledge and Qualifications
• NVQ Level 3 • Understanding of relevant legislation • Knowledge of safeguarding procedures
Equipment Operated and Essential Skills
• Computer literacy and working knowledge of database management • May involve moving and handling equipment