**Wolverhampton City Council**
**Role Profile Description**
**PSW35S**

| | |
|---|---|
| **Date** | **December 2011** |
| **Family** | **Personal and Social Wellbeing** |
| **Role Profile Level Number** | **35S** |
| **Purpose** | |
| To supervise others and manage a caseload the supporting well-being, independence and security of service users and the community 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<br>• 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<br>• Service provider informed of resource need<br>• Appropriate intervention delivered to service user(s)<br>• Reduction of risk to individuals and the community |
| **Monitoring** | |
| Acquire data and monitor cases in line with specified guidelines. | • Safety and well being of vulnerable users and members of the public<br>• Provide legal remedy and act on behalf of local authority |
| **Advice** | |
| Provide advice, guidance, direct support and/or enforcement to service users. | • Application of good practice in service area<br>• Protection of the community and vulnerable individuals |

| | |
|---|---|
| **Reports** | |
| Report back comprehensive and accurate information and observations from the field to line management for their use. | • Support the delivery of required support for service users<br>• Current information about user is up-to-date<br>• The relevant responsible authority is informed |
| Prepare standard reports for internal use. | • Clear record of actions, circumstances and decisions<br>• Protection of vulnerable individuals |
| **Budget** | |
| Control devolved budget for specific area. | • Achievement of services within agreed resources |
| **People and Performance Management** | |
| Supervise the delivery of service by staff in own service area. | • Provision of appropriate and timely intervention to support service users<br>• Meeting of quality, national and legislative standards |
| Monitor and review contractor service against Service Level Agreements. | • Meeting of service quality and legislative standards<br>• Take action on deficiencies assessed<br>• Council receives value for money from outsourced services |
| Organise, develop and motivate a team of staff. | • Ensure that the team is capable of achieving the required outputs |
| Review customer satisfaction with service provided. | • Assessment of corrective action required<br>• Implementation of agreed actions<br>• Enhanced quality of service |
| **Assessment and Risk Management** | |
| Assess and manage the risk associated with assigned cases. | • Determine any hazards that exist or that may develop<br>• Take action to mitigate to immediate risk and control future risk potential<br>• Reduction of risk to the health and safety of staff and service users |

| Relationships | |
|---|---|
| Gather information and liaise with colleagues from other agencies on day-to-day matters. | • Service users receive required support in good time<br>• Decisions taken are informed by up-to-date, accurate information<br>• Actions taken are appropriate to the known circumstances |
| **Multi-Agency Working (Children and Young People Services)** | |
| Acts as a single point of contact that the child or young person 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 delivered<br>• Overlap and inconsistency from other practitioners reduced |

| **Nature of Contacts and Relationship (who and the nature of the communications)** |
|---|
| • Supervise and co-ordinates the deployment of staff including contractor staff<br>• Works directly with vulnerable service users<br>• May act as first point of contact internally and with other agencies |
| **Working Environment Context (disruption, physical, disagreeable, health and safety aspects)** |
| • May involve dealing with challenging behaviour<br>• May involve providing intimate personal care<br>• Likely to involve both office and dispersed working<br>• May involve working within a residential and day care environment |
| **Procedural Context (creativity, discretion, impact)** |
| • Carry out duties according to instruction and legal and procedural framework<br>• Exercise degree of judgement in assessing risk to service users or staff<br>• Coaching staff in standard procedures |
| **Planning Requirement** |
| • Initiate assessments and carries out care management within the procedural framework<br>• Planning the work of other staff<br>• Plans packages of care |
| **Key Facts and Figure Ranges (include likely size of any team managed)** |
| • Professionally supervise up to 20 staff |

| Skills, Knowledge and Qualifications |
| --- |
| • NVQ 3<br>• Practical experience in workplace with fragile and vulnerable people to understand safety hazards<br>• Ability to cope with significantly challenging behaviour<br>• Supervisory skills training |
| **Equipment Operated and Essential Skills** |
| • Medical equipment such as wheelchairs, Zimmer frames, bath lifts<br>• PC for accessing and keeping records |