Wolverhampton City Council
Role Profile Description
PSW50

Date	**June 2010**
Family	**Personal and Social Wellbeing**
Role Profile Level Number	**50**
Purpose	
To assist in the management of the day to day delivery of the service, to promote the independence and wellbeing of service users; this may include managing a small, complex caseload. To promote independence and wellbeing.	
Role Accountability	**End Result**
Case Management	
Determine progression of complex cases and monitor case advancement by other staff.	• Cases are progressed in line with quality, national and legislative standards
Budget	
Assist manager the planning and control of delegated budget for specific areas.	• Manager provided with accurate information in order to inform budget decisions
People and Performance Management	
Manage the performance of staff through professional supervisions	• Delivery of services to required internal standards • Meeting of quality, national and legislative standards • HR policies/procedures adhered to
Monitor and review contracted services for individual service users.	• Service delivered to standards

Organise and authorise deployment of staff.	• Delivery of appropriate support for service users • Allocation of work • Interventions are delivered by appropriately qualified individuals in line with legislative requirements
Organise the training and development needs of individual staff.	• Improvement of individual performance • Facilitation of career progression within the service • Increased pool of experienced and qualified resource within the service
Assessment/Risk Management	
Conduct assessments in particularly complex or high risk circumstances.	• Determine any safeguarding/wellbeing issues that exist or that may develop • Take action to respond to any identified safeguarding/wellbeing issues • Increased protection of vulnerable people and ensured safeguarding procedures are followed
Assess and manage the risk associated with team cases.	• Day to day prioritisation of casework
Service Development	
Contribute to the development of service planning within the service.	• Optimum use of available resources • Improved quality of service and efficiency
Relationships	
Represent the service in liaison with other agencies and disciplines in order to reach decisions.	• Integrated approach between agencies • Improved effectiveness and efficiency in service delivery

Nature of Contacts and Relationship (who and the nature of the communications)
• Managers and practitioners working in partnership organisations and departments and other agencies
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
• Office based and managing some diverse locations • May involve dealing with challenging behaviour • May involve visiting people in their homes • Likely to involve disruption to planned work • Likely to involve lone working outside core hours
Procedural Context (creativity, discretion, impact)
• Authorise deployment of staff • Sign off decisions relating to high-risk issues • Operation decisions
Planning Requirement
• Developing and implementing team plan and contributing to business and service planning
Key Facts and Figure Ranges (include likely size of any team managed)
• Typically manage professional staff as direct reports • Assist in planning associated budget
Skills, Knowledge and Qualifications
• Degree or equivalent professional qualification in practice • Management and supervision experience • Expert knowledge of service area • Working knowledge of relevant legislation
Equipment Operated and Essential Skills
• Computer – basic ICT skills, use of MS Office package