Wolverhampton City Council
Role Profile Description
PSWSB15

Date	April 2012
Family	**Personal and Social Wellbeing**
Role Profile Level Number	**15**

Purpose	
Under supervision conduct an informal assessment of service user 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 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	
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 a 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 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-operates with other agencies

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

• May involve dealing with 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

- 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

- No formal qualification required, however, may be required to work towards NVQ Level 2
- 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