

# Family profile

<b>Job Family</b>	Supporting	<b>Grade</b>	CBG2	<b>Prepared</b>	April 2019
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<b>Family definition</b>	You personally provide and may also guide others to deliver services which directly improve the health or social wellbeing of customers. You form ongoing relationships by interacting with customers over time. You may require specialist professional qualification / registration.
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## Key outcomes and accountabilities

- Customer facing outcomes are delivered by following established processes, policies and ways of working
- Customer wellbeing and Safeguarding concerns are acted upon accordingly within the level of remit, or escalated as appropriate
- Levels of risk and injury are minimised by using equipment as instructed and provided, and by following safe ways of working
- General wellbeing tasks and activities i.e. shopping / basic housekeeping are undertaken safely and securely
- Basic records/data are accurately captured in a timely manner
- Relationships with customers are developed, professional and positive
- Defective equipment is reported immediately

<b>Minimum qualification level or equivalent relevant experience</b>	1
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## Competency skyline

