

Family profile

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| Job Family | Supporting | Grade | CBG10 | Prepared | April 2019 |
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| Family definition | 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 | |
| <ul style="list-style-type: none"> Quality front line person centered services are influenced and developed by managing high risk or complex caseloads Customer needs and risks are assessed and addressed accordingly through professional judgements Best outcomes are achieved, supported by coordinated working and advocating on behalf of the customer, where appropriate Customers are well informed and have influence over their own outcomes, through the provision of professional advice and support The Council is supported and represented at high level meetings, hearings and courts, by communicating professional findings and action taken High level documentation and reports are prepared following analysis of a range of information Service delivery is improved through professional knowledge, monitoring and regular reviews Oversee the delivery of personal and tailored support for the customer, and mentor others in achieving the required standards | |

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| Minimum qualification level or equivalent relevant experience | 4 |
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| Competency skyline | | | | | | | | | | | | | | | | | |
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| <table border="1"> <thead> <tr> <th>Competency</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>Communicating</td> <td>3</td> </tr> <tr> <td>Working Together</td> <td>3</td> </tr> <tr> <td>Using Resources</td> <td>1</td> </tr> <tr> <td>Customer Focused</td> <td>3</td> </tr> <tr> <td>Problem Solving</td> <td>3</td> </tr> <tr> <td>Change</td> <td>2</td> </tr> <tr> <td>Developing</td> <td>1</td> </tr> </tbody> </table> | | Competency | Level | Communicating | 3 | Working Together | 3 | Using Resources | 1 | Customer Focused | 3 | Problem Solving | 3 | Change | 2 | Developing | 1 |
| Competency | Level | | | | | | | | | | | | | | | | |
| Communicating | 3 | | | | | | | | | | | | | | | | |
| Working Together | 3 | | | | | | | | | | | | | | | | |
| Using Resources | 1 | | | | | | | | | | | | | | | | |
| Customer Focused | 3 | | | | | | | | | | | | | | | | |
| Problem Solving | 3 | | | | | | | | | | | | | | | | |
| Change | 2 | | | | | | | | | | | | | | | | |
| Developing | 1 | | | | | | | | | | | | | | | | |