

Health and Social Care Services

- Roles within this family will be concerned with offering direct, critical or specialist support to ensure the well-being of Hertfordshire citizens, assuring their protection, safety and development. Roles in this family may be social work/care qualified or unqualified, and chiefly concerned with protecting the vulnerable in the community, improving quality of life and well-being. The key areas being adult social care, the elderly, the disabled and children.
- The job family will be made up of a large 'front line' workforce (and those leading them), as well as specialist and professional roles (and those leading them) engaged in the assessment, management, improvement and safeguarding of vulnerable people and families. Many of the roles will be highly visible and will undertake a great deal of multi-agency, collaborative work with partners across the wider public sector. The family will also include roles which support the provision of care by providing analysis, improvement, training, safeguarding and specialist support to direct people care providers.



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Level 9

Roles at this level determine how to organise resources to deliver a range of operational care activities at differing levels of complexity. Focus is on maximising performance and quality against target and compliance, and ultimately the best outcomes for Hertfordshire residents.

Scope of Work

Role holder may be at entrant level to professional social care, health, and wellbeing disciplines, where roles will be required to apply their theoretical knowledge to the work. Reasoned application of established methods, systems and procedures will be based largely on a good understanding gained through experience and relevant qualifications and knowledge. These roles will be expected to manage their own workload, and potentially offering peer support. Role holders will be providing analysis, interpretation and reasoned advice based on a level of theoretical understanding of methods, systems and procedures. It does not, however, require a level of understanding to design or fundamentally change the process. Communication skills will be required to provide technical advice or guidance within the specialised field of social care, health, and wellbeing.

Accountabilities/Responsibilities

- Ensure a range of social care, health, and wellbeing activities are scheduled either for themselves or others and are delivered according to agreed deadlines and standards to support Hertfordshire residents with needs.
- Manage a non-complex caseload, ensuring that residents needs are met within defined processes and procedures.
- Assess equipment and resources required to undertake tasks and assures their availability to meet the needs of residents.
- Facilitate or contribute to the workload of a specific/small team, to ensure that the quality of services is in line with expectations, and the needs of the community are met and exceeded.
- Manage priorities as they arise, resolving any escalated queries from more junior members of staff, using their technical knowledge to ensure that the best course of action is followed.
- Liaise with service users/customers to review requirements and resolve problems, providing specialist advice within area of social care support, including signposting to other services and helping them make links to other agencies and bodies.



Accountabilities/Responsibilities continued...

- May monitor and control financial information and review financial data to contribute to management of budgets.

Skills, knowledge and experience

- Recognised vocational qualification plus broad experience in area of expertise or degree qualified. May be working towards a professional qualification or be of graduate entry level with sound practical experience.
- Detailed knowledge of the practical application of specialised processes/procedures relevant to the role, typically gained through extensive practical experience.
- Knowledge of methods, systems and processes that relate to the care and health field within which they work, and an understanding of relevant regulations and legislations and policy frameworks.
- Understanding of the organisation's political environment.
- Experience of delivering high quality services within the relevant and specific service area.
- Ability to plan and organise own work across days, weeks and months, with a clear understanding of how own work affects others across the organisation.
- Good communication skills to be able to work with a range of stakeholders and to provide effective supervision to more junior members of staff.
- Ability to draw upon empathy and sensitivity to cause understanding in others and support them in accessing or delivering services.