

## 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.



# Health and Social Care Services



## Level 10

Roles at this level provide specialist advice and/or professional delivery within a specific organisational unit of the health, care and wellbeing services, by producing advice, analysis, research, outputs, facilitation or information in line with existing policies and procedures, aiding vulnerable members of the community.

### Scope of Work

Role holders will be social care, health, and wellbeing professionals providing specialist services and advice within their own technical area. Role holders work within established frameworks and procedures but have freedom to interpret them to solve problems, with a strong focus on working with partner or external agencies to deliver services to meet specified objectives and targets. Thinking is about selecting the correct course of action from established procedures and the focus is on owning the process, ensuring that the Council, partner agencies, and the residents of Hertfordshire get the correct and most relevant support on social care, health, and wellbeing issues.

Support is available and proposed solutions can be readily checked, but there will be an expectation for role holders to work independently, planning over days to weeks ahead, with activities undertaken being broadly similar in nature. Good communication skills are required to provide advice in specialist area of social care, health, and wellbeing arena to a number of stakeholders, both internally and externally, and potentially to supervise more junior members of staff.

### Accountabilities/Responsibilities

- Build and use effective relationships with a wide range of people, networks, communities and professionals to improve outcomes for residents, understanding and working effectively with a range of situations as they arise.
- Use appropriate frameworks to make and contribute towards assessments to ensure that appropriate support is offered to those in need and ensure that considerations are made to the cost-effectiveness of these plans.
- Act on received instructions and requests, plans and organises resources, and makes appropriate arrangements to ensure that work is carried out efficiently.
- Participate in planning and reviewing cases and projects to support decisions or arrangements, using knowledge, analysis or research to deliver technical expertise.



### Accountabilities/Responsibilities continued...

- Undertake a caseload of their own with a requirement to work autonomously where appropriate to deliver required outputs, prioritising their workload as necessary.
- Provide feedback on operational issues and events to support the improvement of work and service plans.

### Managerial

- Supervises the day-to-day performance of an operational team in line with quality and standards.
- Cascading information on the corporate context so that organisational messages are understood in the team and disseminating best practices to help teams understand and enact changes and improvement.
- May monitor and control financial information and review financial data to contribute to financial planning.

### Professional

- Develop and maintain effective relationships and communication with internal and/or external social care, health, and wellbeing service users.

### Skills, knowledge and experience

- Recognised vocational or professional qualification plus broad experience in area of expertise, and/or degree qualified. May be working towards a professional qualification or be of graduate entry level with sound practical experience. Maintains professional registration where appropriate.
- Detailed knowledge of own service area and relevant working systems, equipment and/or IT software, plus an awareness of Council policies and services related to the role.
- Working knowledge of regulatory processes and policy frameworks.

# Health and Social Care Services



## Level 10 continued...

### Skills, knowledge and experience continued...

- Appreciation of wider internal and external issues impacting own team/department.
- Understanding of the organisation's political environment.
- Experience of co-ordinating and supporting service delivery in the relevant service area.
- Good communication skills with experience of liaising with the public and partner agencies to deliver outcomes.
- Ability to work with a range of people and draw upon empathy and sensitivity to cause understanding in others and support them in accessing or delivering services.