

Family profile

Job Family	Supporting	Grade	CBG8	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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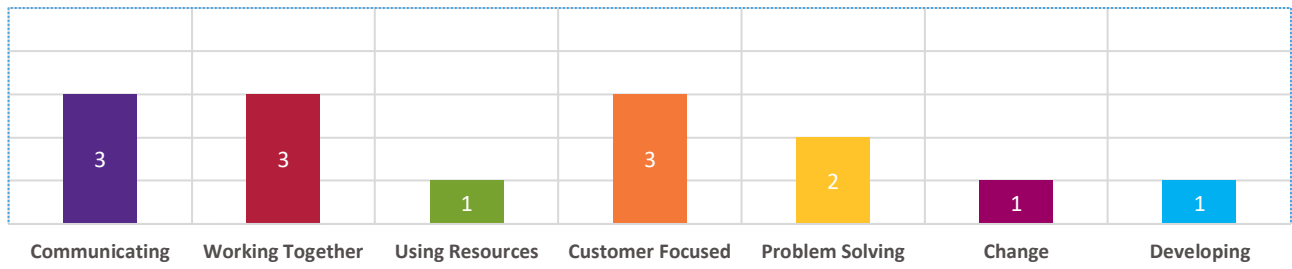
Key outcomes and accountabilities	
<ul style="list-style-type: none">• Front line person centered support is achieved through identifying and advising on preferred options within own caseloads• Customers are supported through the provision of professional advice and guidance that enables them to make decisions and have influence over the support received• Best outcomes are achieved and supported by a coordinated customer focused approach that involves other professionals• Professional concerns and observations regarding the customer health and or wellbeing being are raised, as appropriate, when representing the service at partnership meetings• Service delivery to customers is monitored, with interventions taking place where necessary• Customers are advocated on behalf of, where necessary• Preventative assessments or emergency situations are responded to, with timely and responsive judgement and support• Information is recorded, processed and analysed accurately, which is then used to support with influencing recommendations, assessments and outcomes• Service delivery is achieved through the coordination of employees• Developed plans and management of caseloads are delivered, that are timely and comply with established policies, processes and procedures	
Minimum qualification level or equivalent relevant experience	3
Competency skyline	

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