

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 4

Roles at this level carry out support for a range of front-line operational activities in the community, with supervision, delivering social care, health, and wellbeing services to residents with needs in Hertfordshire.

Scope of Work

Role holders carry out all necessary duties and tasks to provide support and operational delivery of social care and health services within the particular specialist area. Role holders perform a range of simple, routine tasks within basic procedures and under regular supervision. Thinking involves reacting and responding to routine queries, issues or circumstances but any unusual or non-routine queries are referred to others. Communication skills will be involved in the relay and exchange of information, being polite and courteous to residents and families who are in need to ensure that they have access to the level of care that they need.

Accountabilities/Responsibilities

- Carry out a range of activities within a routine or established process to provide personal care and support people to manage their activities of daily living, including administering medication where required.
- Operate equipment, aids and adaptations in a standardised way to achieve the required results for service users.
- Comply with procedures including those governing health and safety and safeguarding to provide safe environments to children and families.
- Receive and respond to everyday enquiries from residents, escalating requests outside own knowledge to the appropriate person or area to enable people to maximise their independence.

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Level 4 continued...

Skills, knowledge and experience

- Good literacy and numeracy, ability to use standard process or IT.
- Knowledge of relevant standards and processes governing area of work.
- Basic knowledge of relevant practices, equipment, aids and adaptations within the specific service area.
- Relevant vocational qualification (or equivalent) or working towards.
- Prior experience of the relevant social care, health, and wellbeing service area.
- Experience of working within a team environment.
- Ability to communicate with tact and courtesy.