

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 6

Roles at this level deliver a range of front-line operational activities within the field of social care, health, and wellbeing services. Focus is on responsiveness to service/delivery standards and the needs of residents. Roles may be required to work in situations where there is a degree of autonomy and judgement, and where escalation points are limited.

Scope of Work

Role holders provide support to specific social, health and care services by interpreting instructions and making a choice (from an established set) of the choices aligned to the job. This is in order to deliver a specific supportive service to a defined standard, clear specification or brief, to an agreed format and with specific (daily) deadlines. Role holders will be working within clearly established policies and procedures and will need to apply a degree of interpretation and identification of alternative solutions when situations arise that will need to be dealt with immediately. Communication skills required to provide courtesy and tact to others, or to provide empathy and care.

Accountabilities/Responsibilities

- Provide technical and practical skills and services to vulnerable residents, meeting their needs by drawing on learning through formal training and/or experience.
- Deliver services to an agreed quality standard or specification to maximise quality and continuity, delivering within prescribed procedures and processes to ensure that the individuals receive a consistent and high-quality experience.
- Take responsibility for the quality of the provided service – to internal and external residents – meeting statutory requirements and protecting the individual as well as the Council.
- May supervise and provide direction to lower level staff.

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Level 6 continued...

Skills, knowledge and experience

- GCSE or Vocational equivalent, strong numeracy and literacy, proficient use of processes or IT.
- Knowledge of relevant systems, procedures and standards, gained through broad training and/or experience in a similar service environment.
- Knowledge of relevant practices, equipment, aids and adaptations within the specific service area.
- Experience of planning and organising own work over short timescales and across routine and familiar tasks and processes.
- Ability to communicate with tact and courtesy with external customers/clients.
- Ability to supervise and plan workload of others.