

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 8

Roles at this level typically lead a small team to deliver specified operational outputs within defined systems, procedures and standards or works in specialised social care, health, and wellbeing field requiring relevant knowledge of appropriate processes. Delivers technically complex operational activities to already laid down standards.

Scope of Work

Role holders carry out routine operational activities or provide specialised support to a relevant social care and health area. They will work under general supervision, with mentoring support often at hand. As such, role holders operate with limited guidance and instructions and use their knowledge, initiative and judgement to determine how best to address and resolve daily problems. There is discretion to determine short-term priorities for self (and maybe others) and role holders contribute to the development of the service by proposing and implementing improvements to current working methods. Role holders at this level may also provide team supervision as well as provide more specialist advice and support based on a broad understanding of their field.

Accountabilities/Responsibilities

- Plan own (and others') work preparing for specific tasks and prioritising immediate requirements for the day or the week, referring to more senior colleagues for scheduling and undertaking non-standard work to support effective service delivery.
- Provide support to members of the community by delivering a range of care services to promote independence and safety of residents.
- Ensure core requirements such as safeguarding regulations and any other relevant legislative requirements are fully met.
- Understand the impact of incidents that arise and raises issues of concern where necessary to ensure appropriate resolution and the ongoing delivery of service to established standards.

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Level 8 continued...

Supervisory

- Lead a number of operational or front-line staff covering a similar field, ensuring that standards are met and that individuals in the team are developing appropriately.
- May monitor and process financial information and review financial data.

Individual

- Provide technical and practical problem solving, support and services drawing on formal training and experience

Skills, knowledge and experience

- Good level of education: GCSE, A-level or Vocational equivalent. Relevant vocational qualification or technical training. May be working towards a professional qualification.
- Clear understanding of the relevant work practices, processes and procedures relevant to the area.
- Knowledge of particular social care, health, and wellbeing area and proven practical application in a similar environment, with knowledge of working systems, processes and procedures.
- Ability to plan and organise own work over short timescales and across routine and familiar tasks and processes or experience in planning and organising own work and the work of others in the delivery of key practical activities across short timescales.
- Ability to identify the needs of other staff and provide instruction, support and guidance.
- Can express self clearly and with accuracy, both in writing and verbally, in order to give and receive information effectively and intelligibly to a range of different colleagues or customers.