

## 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 7

Roles at this level supervise a small team involved in operational and/or resident facing activities. Carries out a broad range of complex operational activities to defined time, cost and quality requirements.

### Scope of Work

Role holders provide practical support to a specific social care, health, and wellbeing service that concentrates on the exercise of specialist skills. This may sometimes involve guiding or reviewing the work of others doing similar work within the team. Although most work follows established patterns, initiative is needed to handle equipment, processes and case work, to resolve problems and queries and react to changing priorities based on experience and judgement and without the need to refer to others. There may be an expectation to supervise others' work when necessary to ensure that agreed standards are being met, using good communication skill to holds others to account on quality of services being delivered.

### Accountabilities/Responsibilities

- Diagnose problems or issues and provides appropriate established method when situations arise to support effective service delivery.
- Provide advice to more junior members of the team to ensure that established frameworks are worked within to protect both members of the community and the Council.
- Use knowledge of social care, health, and wellbeing obligations and associated statutory requirements to meet the needs of residents, ensuring that the quality of service is high to deliver the best service.
- Assess the workload for the immediate team and puts in place a schedule of activities to meet the needs of residents, with clear priorities that needs to be addressed.
- Communicate requirements to staff and raises challenges with line management to ensure clear objectives aligned to service delivery.
- Ability to deal with more complex situations with minimal supervision.

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## Level 7 continued...

### Supervisory

- Monitor and review the quality of work or a small front-line team.

### Individual

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

### Skills, knowledge and experience

- GCSE or Vocational equivalent, strong numeracy and literacy, proficient use of processes or IT.
- Understanding of specialised processes and methods gained through relevant training and experience.
- An understanding of relevant techniques and working practices and how to apply them without reference to others.
- Supervisory experience as a 'first among equals' overseeing a small team of similar roles to deliver short-term tasks within in the same area of expertise to set quality/timeliness standards.
- 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.