

Family profile

Job Family	Supporting	Grade	CBG1	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

- Routine outcomes are delivered to specified standards, following established processes and ways of working
- Levels of risks and injury are minimised by using any equipment as instructed and provided, and by following safe ways of working
- General and Safeguarding concerns are raised accordingly, and in an accurate and timely manner
- High standard outcomes are delivered to customers
- Risks of illness, contamination or infection are reduced through excellent levels of hygiene and cleanliness
- Role effectiveness is achieved by being conversant in working practices and procedures
- Relationships with customers are developed, professional and positive

Minimum qualification level or equivalent relevant experience	1
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Competency skyline

