

Family profile

Job Family	Supporting	Grade	CBG9	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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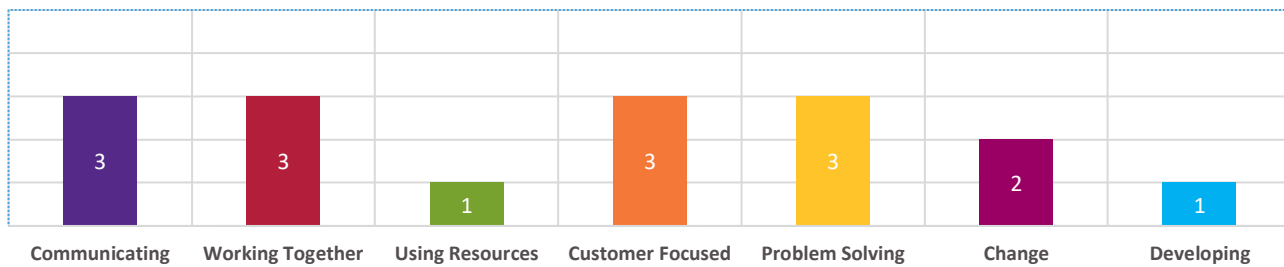
Key outcomes and accountabilities	
<ul style="list-style-type: none">• Quality front line person centered services are promoted, developed and delivered through the management of multiple caseloads and plans• Customers are well informed and have influence over their own outcomes, through the provision of professional advice and support• Customers are advised on and signposted to up to date information and all policies, plans and appropriate documentation are updated accordingly• Customers receive the appropriate level of personal care or medication, where necessary• Customer needs are identified through professional judgements, assessments and prompt referrals that deliver a coordinated approach• Customer best interests and wellbeing are supported through professional advocacy, where necessary• The Council is supported and represented at meetings and hearings, by communicating professional findings and action taken• Accurate recording, processing of information, which is then used to support the preparation and compilation of high level documents and reports• Customer service is improved through professional knowledge, monitoring and regular reviews	
Minimum qualification level or equivalent relevant experience	4
Competency skyline	

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