

Family profile

Job Family	Supporting	Grade	CBG3	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

- Customer facing outcomes are delivered by following established plans, policies and procedures, and specified standards
- A safe environment/ facility is supported and maintained for the customer
- Improved customer health and wellbeing through supporting the delivery of reviews and plans, ensuring that areas of concern are identified and escalated accordingly
- Levels of risk and injury are reduced by using any equipment as instructed and provided, and by following safe ways of working
- Delivery of personal care / key worker responsibilities as and when required
- Basic records/data are accurately captured in a timely manner
- Relationships with customers are developed, professional and positive

Minimum qualification level or equivalent relevant experience	1
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Competency skyline

