

Family profile

Job Family	Supporting	Grade	CBG4	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"> • Customers achieve their best preferred outcomes through the quality provision of direct support and sometimes, personal assistance • Tasks undertaken comply with established policies, processes and procedures, and specified standards • Customer relationships are developed, professional and positive • Customer needs are supported, ensuring intervention and/or escalation as appropriate • Expected outcomes are achieved through effective time management • General basic records/data are recorded and processed in a timely and accurate manner • Medication is accurately, safely and securely distributed • Levels of risk and injury are reduced by using any equipment as instructed and provided, and by following safe ways of working • Service disruption and injury to others is reduced through timely escalation and recording of equipment damages and defects 	

Minimum qualification level or equivalent relevant experience	2
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Competency skyline																	
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