

Family profile

Job Family	Supporting	Grade	CBG5	Prepared	April 2019
-------------------	------------	--------------	------	-----------------	------------

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.
--------------------------	--

Key outcomes and accountabilities

- Customers achieve their best preferred outcomes through the quality provision of direct support and sometimes, personal assistance in accordance with their established plans
- Tasks undertaken comply with established policies, processes and procedures, and specified standards
- Customer relationships are developed, professional and positive
- The customer is protected through ensuring intervention and/or escalation of wellbeing or safeguarding matters, as appropriate
- Families receive professional support and guidance which enables them to make informed decisions concerning their wellbeing
- Medication is accurately, safely and securely distributed
- Records and plans are updated and processed in a timely and accurate manner
- Be safety conscious by following safe ways of working

Minimum qualification level or equivalent relevant experience	2
--	---

Competency skyline

