

Family profile

Job Family	Supporting	Grade	CBG11	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"> • Complex customer needs and services are delivered, which comply with all relevant specified standards, policies, processes and legislation • Service continuity and joint outcomes are achieved through overseeing others • Customer needs and, health and wellbeing is safeguarded through undertaking specialist/ or higher risk casework as an experienced professional • Customers make informed decisions over their own outcomes, through the provision of professional information, which may include dispute resolution • Risk/crisis situations are promptly identified, prioritised and managed accordingly • Service delivery is improved through recommendations and influencing, supported with high level reports and evidence • The Council is represented at proceedings and high level hearings with case findings and recommendations/decisions • High risk and complex customer caseloads, plans and service initiatives protect vulnerable customers 	
Minimum qualification level or equivalent relevant experience	4

Competency skyline																	
<table border="1"> <thead> <tr> <th>Competency</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>Communicating</td> <td>3</td> </tr> <tr> <td>Working Together</td> <td>3</td> </tr> <tr> <td>Using Resources</td> <td>1</td> </tr> <tr> <td>Customer Focused</td> <td>3</td> </tr> <tr> <td>Problem Solving</td> <td>3</td> </tr> <tr> <td>Change</td> <td>2</td> </tr> <tr> <td>Developing</td> <td>2</td> </tr> </tbody> </table>		Competency	Level	Communicating	3	Working Together	3	Using Resources	1	Customer Focused	3	Problem Solving	3	Change	2	Developing	2
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