

# **Job Role & Overview – Community Services 6**

## **Community Services**

The predominant focus of jobs in this group is the provision of front line services to external clients, with significant direct contact with clients. A number or range of tasks and processes may be delivered by jobholders.

## **Knowledge & Experience**

The knowledge and experience typically needed to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 years for full competence and familiarity with all aspects of the job

## **Decision Making**

Jobholders will be guided by established policy and procedures e.g. financial regulations, standing orders, codes of practice, with access to a supervisor for difficult problems.

## **Typical Tasks & Responsibilities** (The following description is not exhaustive)

- Significant physical effort e.g. standing for lengthy periods
- Communication with clients for example to advise, guide, persuade, encourage.
- Scheduling of work for lengthy periods
- Cash handling or processing of financial documents
- Precision in use of equipment.
- Supervision of employees on a daily basis
- Delivery of programmes of activities and processes
- Substantial contact with demanding clients
- Analysing problems and devising solutions
- Responsibility for significant physical or information resources such as managing records systems or tendering of services or deployment of physical resources

## **Duties**

The attached overview sets out the typical demands for a Community Services 6 post. In order for jobholders to be fully effective, it may mean that training and development is required. The overview does not set out specific duties for each jobholder. It sets out broad requirements which are used for grading using the Scottish Councils' Job evaluation scheme.

Jobholders will have specific duties and responsibilities, set out in job descriptions, and which will change as service needs develop and change.

**Requirements**

The information for each factor sets out the typical requirements of jobs in the Community Services group at this level. The language comes from the Job Evaluation Scheme.

The factor levels show the predominant level for all jobs covered by the overview.

<i>Working Environment</i>	<b>Level 1</b>
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The job predominantly involves working indoors. It could involve exposure to unpleasant, disagreeable or hazardous conditions for some of the working time.

<i>Physical Co-ordination</i>	<b>Level 2</b>
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" and basic keyboarding skills are required to do this job, for example, to produce standard word processed documents, simple graphics or desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	<b>Level 2</b>
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In the course of normal working, the jobholder is required to use limited physical effort such as standing and walking on a regular basis.

<i>Mental Skills</i>	<b>Level 4</b>
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. The jobholder may be required to create and maintain a plan of activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning and activities for future implementation, involving factors outside the Council's control.

<i>Concentration</i>	<b>Level 4</b>
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Focused mental or sensory attention is required for day to day tasks and duties of the job. Short periods of focused attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, with switching from one thing to another creating typically the most pressure for the jobholder day to day. This switching is between a range of activities.

<i>Communication Skills</i>	<b>Level 4</b>
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The jobholder's communications in the course of normal working can be spoken or written and the most demanding type is advising, guiding or persuading, i.e. giving specialist, technical or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>
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<b>Level 2</b>
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The jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>
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<b>Level 3</b>
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through allocating work and checking results. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>
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<b>Level 4</b>
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council to individuals, groups or the public at large. This is predominantly through applying regulations or Council policy. He/she ensures and or monitors the implementation of regulations or Council policy. The jobholder may be involved in assessing service requirements on client/customer need by contributing to the assessment of complex needs.

<i>Responsibility for Financial Resources</i>
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<b>Level 2</b>
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The jobholder has responsibility for financial resources, which is predominantly for processing financial documents or transactions, on a daily basis.

<i>Responsibility for Physical and Information Resources</i>
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<b>Level 4</b>
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role is organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping; establishing links to related systems) for service use.

The jobholder may also have responsibility for other resources such as buildings, premises, external locations or equivalent, specifically their security as nominated keyholder or caretaker.

<i>Initiative and Independence</i>
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<b>Level 3</b>
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works by following established procedures/policies, and is expected to deal personally with predictable problems. Advice and guidance is generally available as and when required.

<i>Knowledge</i>
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<b>Level 5</b>
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The jobholder requires predominantly procedural knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Further knowledge would typically be the minimum required to do the

job, for example, SVQ4, HND, general degree or equivalent. In addition to knowledge related to his/her own job the jobholder needs knowledge of a range of associated jobs and activities. The jobholder typically requires in-depth theoretical knowledge in order to do the job, for example, of the concepts and principles associated with the application of a specific discipline. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge, in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job.