

Job Role & Overview - Personal Care 6

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience typically required to do the job can will be primarily practical and can be acquired in a variety of ways, for example through on the job training, relevant experience, or qualification generally equivalent to SVQ level 3, /HNC or equivalent, and relevant working experience of generally three 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. Situations will be interpreted and similar problems solved

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

- The provision of practical skills and support to clients
- Undertaking significant physical effort
- Use of appraisal skills.
- Scheduling of work
- Communication with a range of audiences
- Provision of technical /specialist advice
- Contact with substantially demanding clients.
- Responsible for handling cash or equivalent
- Responsibility for use of information or physical resources.
- Assessment of basic needs and process delivery.
- Supervision of employees on a regular but not daily basis.

Duties

The attached overview sets out the typical demands for a Personal Care 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 3
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In the course of normal working, the jobholder is required to resolve problems or situations, applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information. Problems or situations may be resolved by applying recognised analytical techniques. Information to resolve problems can come from a variety of different sources. This information is sometimes conflicting, requiring judgement by the jobholder. The problems or situations are complex or difficult. This means there is more than one way of interpreting information which may also require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically, interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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, in order to advise others. This is to encourage the adoption of a particular course of action

<i>Dealing with Relationships</i>	Level 4
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The jobholder deals with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes more than 20% of working time.

<i>Responsibility for Employees</i>	Level 2
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The jobholder has a responsibility for the work of employees or other people in an equivalent position on a regular basis. The jobholder is not involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 3
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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 assessing service requirements or client/customer needs. He/she assesses basic needs or service requirements and generally implements appropriate processes for service provision/delivery.

<i>Responsibility for Financial Resources</i>	Level 2
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The jobholder has responsibility for financial resources, which is predominantly for handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on a regular basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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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 in this is accessing (i.e. interrogation, analysis and verification of information) personal files or records. This primarily involves keeping records.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe.

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

<i>Knowledge</i>	Level 4
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The jobholder requires predominantly practical knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also

needs knowledge of a wide range of associated jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years, in order to become fully competent and familiar with all aspects of the job.