

Lancashire County Council Grade Profile

Grade Profile (Grade 6)

Applies to all posts at Grade 6

Purpose
To provide general and specific technical support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialized activity. This may include day-to-day supervision and direction of a group or team.
Scope of Work
Role holders will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently.
Accountabilities/Responsibilities
<ul style="list-style-type: none">▪ The supervision/technical reference for a group or team; or▪ Accounting for expenditure from agreed budgets; or▪ Overseeing the administration of support systems and processes; or▪ Undertaking specialized service support activities; or▪ Providing service and situation specific guidance; or▪ Using specialized equipment.
Skills, Knowledge and Experience
<ul style="list-style-type: none">▪ Extended experience or the ability to demonstrate the competence to undertake the role.▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable.▪ Working knowledge of the practices, processes and procedures relevant to the role.▪ Skills appropriate to the job discipline. <p>In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
Performance Indicators
<ul style="list-style-type: none">▪ Completion of tasks to required standards, deadlines and timescales.

Lancashire County Council

Job description for the post of: Service Officer					
Directorate: LCC Adult Services - Older People Services			Location:	Varied	
Establishment or team:		HQ		Post number:	
Grade:	Grade 6	Line manager:	Business and Development Manager	Car user:	Yes
Staff responsibility: No		Number of staff directly supervised: None			
<p>Core Purpose</p> <p>The core value of LCC Adult Services - Older People Services is to promote Dignity In Care, independence and respect whilst providing high quality and competitive long and/or short term residential support services for older people. The organisation aims to be the first choice provider of care services in Lancashire.</p> <p>The purpose of this job is to support the development of the service by assisting with quality performance activity. This will include the utilisation of various methods of auditing, monitoring of systems and data analysis with Older People Services and external providers where required.</p> <p>To support the Senior Operations Manager reporting directly to the Business Development and Operations Manager.</p> <p>We pride ourselves in providing high quality, safe, effective, compassionate, competitive and person-centred services for older people by championing the My Home Life philosophy. This is about celebrating good quality of life for older people by creating a positive, empowering and a relationship focussed atmosphere.</p> <p>All fully trained staff help to deliver the following specialist services:</p> <ul style="list-style-type: none"> • Person centred approaches and promoting well-being of older people • Best practice in dementia specialism • A reabling ethos to maximise older people's independence • Creating a community including links with the wider community and local neighbourhoods • End of life care to ensure older people have a 'good' death 					
<p>Core tasks</p> <ul style="list-style-type: none"> • Providing support and specific guidance across Older People Services with regards to maintaining care quality, statutory and regulatory requirements, audits and supporting the implementation of new systems. • Provide guidance on specialised systems, such as support planning, specialised equipment such as residential emergency call systems, fire and emergency systems and the use of computer and spread-sheets. • Maintain an in-depth knowledge and understanding of quality assurance approaches in social care and what constitutes best practice. Part of time to be spent working as an operational member of staff in a residential home. 					

- Assist Senior Operations Managers with the role of supporting external providers. This may entail working in an external home at times of extreme risk in ensuring the well-being and safety of service users via monitoring, auditing and providing service and situation specific guidance.
- Assist and mentor staff in processes and systems needed for the service. This may also include people employed in external settings.
- Contribute to the development of performance management systems, including exception reporting in order to improve service outcomes.
- Undertake quality assurance activity using agreed templates and procedures in a range of services both internal and external.
- Undertake monitoring or audits in order to support investigations of complaints or concerns. Analyse underlying issues around complaints, inspections, alerts and Freedom of Information requests and help to gather evidence and commentary, as appropriate. Assist in activity to resolve concerns.
- Track progress and trends in performance and other management information and produce commentary and agree necessary actions.
- Maintain and provide management information in providing strategic support to services and senior managers and other organisations.
- Support continuous improvement and development of services
- Communicate with Services, managers and other internal and external partners.

Prepared by:	Liz Wilde	Date:	June 2016
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Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Lancashire County Council

Person specification form		
Job title: Service Officer	Grade: 6	
Directorate: LCC Adult Services - Older People Services	Post number:	
Establishment or team: HQ		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
GCSE Grade "C" or equivalent in four subjects. In exceptional circumstances experience and competence in previous employment where these skills were used will be regarded as meeting this requirement	E	AF/I
Driving Licence required	E	AF/I
Relevant qualifications in social care and/or quality performance	D	AF/I
Experience		
Working in a setting that supports or directly delivers services to vulnerable adults eg social care and/or safeguarding services	E	AF/I
Experience of collecting and analysing data.	D	
Experience of quality assurance and or monitoring of social care services	D	AF/I
Experience of managing, analysing and interpreting complex information and producing management information reports	D	AF/I
Experience of team working and of working with other professionals.	D	AF/I
Experience of negotiating and influencing	D	AF/I
Knowledge, skills and abilities		
Understanding of the Council's role and processes that surround adults social care services.	E	AF/I
Knowledge of social care legislation	E	AF/I
Developed IT skills and Understanding of the use of data systems and an ability to extract and analyses information and present in appropriate ways e.g. using spreadsheets.	E	AF/I
Ability to demonstrate and communicate systems to individuals and teams	E	AF/I
Good oral and written communication skills.	E	AF/I
Ability to travel to different locations within the County.	E	AF/I
Understanding of principles regarding data protection and the responsible use of information.	D	AF/I

Other (including special requirements)

1. Commitment to equality and diversity
2. Commitment to health and safety
3. Commitment to attendance at work
4. May require occasional weekend working

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Prepared by:

Liz Wilde

Date: June 2016

Note: We will always consider your references before confirming a job offer in writing.

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Headteacher/Head of Service/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

This form **must** accompany the Vacancy Authorisation Form (REC1) when requesting clearance to advertise and accompany any referral to the Occupational Health Service for the pre-employment medical clearance of a candidate for appointment.

CONFIDENTIAL

Team/Establishment	LCC Adult Services - Older People Services
Post/Job title	Service Officer
Description of main activities the employee will be required to undertake (or attach job description) See job description	
Form completed by: (print name) Liz Wilde	

A. The job to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc.</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc.</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc.</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The job to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Line Manager/ Headteacher (please print)		Liz Wilde	
Signature:			
Telephone Number:		Date:	June 2016