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COMMISSIONING PROFILE SUITE

Role Title				
Commissioning Support Assistant				
Purpose of the role (job statement)				
Job Statement:				
1. Provide administrative support to the commissioning team				
2. Collate and provide data for the Team				
3. Administer documentation and process payments				
Job Evaluation Assessment				
Factor	Relevant Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the administrative processes for social care and health and well-being services commissioning, acquired through NVQ 3 or equivalent	Knowledge of the procedures for a range of tasks, some of which relatively complex.	3	60
Mental Skills	Check information for accuracy and completeness	Judgement or creative skills; some need to interpret information and solve straightforward problems	2	26
Interpersonal and Communication Skills	Provide information to other members of the team	Exchanging information to inform other staff	2	26
Physical Skills	Use of computer skills to prepare project documentation and information; data entry	Advanced keyboard use; some demand for both precision and speed	3a	39
Initiative and Independence	Resolves minor issues, within well-defined procedures	Working from instructions; making minor decisions involving the use of initiative; problems referred to a supervisor/manager	2	26
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
Mental Demands	Concentration for procession information and checking of documentation	Lengthy periods of enhanced mental attention	3b	30
Emotional Demands	Minimal emotional demands	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to staff	Limited direct impact on the well-being of individual or groups of people	1	13
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Process payments to contracted suppliers	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources	Responsible for processing information	Handling and processing of manual or computerised information	2	26
Working Conditions	Office conditions	Minimal exposure to disagreeable working conditions	1	10
Total				302/315

Role Title				
Commissioning Support Officer				
Purpose of the role (job statement)				
Job Statement:				
1. Provide support to Commissioners				
2. Assist in arranging packages of service				
3. Co-ordinate and administer documentation				
Job Evaluation Assessment				
Factor	Relevant Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for social care and health and well-being services commissioning, acquired through NVQ 3 or equivalent plus additional experience of the service areas	Practical and procedural knowledge across a technical or specialist area	4	80
Mental Skills	Prioritise between conflicting demands e.g. deadlines. Statistical analysis and interpretation of service commissioning information; short term planning of commissioning processes	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Provide advice to customers, contacts, external organisations and colleagues	Exchanging varied information with a range of audiences; advisory skills	3cd	39
Physical Skills	Use of computer skills to prepare project documentation and undertake analysis of data	Standard keyboard use; some demand for precision	2	26
	Use of computer skills to prepare project documentation and undertake analysis of data	Advanced keyboard use; some demand for precision and speed or considerable demand for precision	3	39
Initiative and Independence	Ability to work on own initiative; respond independently to queries, complaints and requests with access to senior staff for more complex problems	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
Mental Demands	Concentration for analysis of statistics and checking of documentation; interruptions to deal with changing demands	Medium periods of concentrated mental attention	3c	30
Emotional Demands	Minimal emotional demands	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to council clients	Some direct impact on the well-being of individuals or groups of people	2	26
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Process payments to contracted suppliers	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources*	Responsible for provision of advice ensuring that appropriate guidance about commissioning policies, procedures and processes is given	Provide advice and guidance on the operation of established internal policy and procedures	3	39
Working Conditions	Minimal exposure to disagreeable working conditions	Office conditions	1	10
Total				374/400

*Assessment Tool

Role Title				
Commissioning Officer				
Purpose of the role (job statement)				
Job Statement:				
1. To contribute to the development of commissioning strategies				
2. To deliver commissioning projects in line with strategies				
3. Work with other organisations, agencies and service users to develop services				
4. Contribute to market shaping and facilitation				
5. Monitoring of service as required.				
Job Evaluation Assessment				
Factor	Relevant Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of commissioning cycle within public services. Good understanding of the regulations and requirements of public procurement, Knowledge of managing supplier relationships and negotiating contract changes. Project Management qualification or experience. JE Level 4 CIPS working towards full CIPS membership JE Level 6 or equivalent experience; degree JE Level or equivalent.	Theoretical plus practical and procedural knowledge in a specialist area	5	100
Mental Skills	Develop complex solutions and strategies to influence service provision; action initiated to mitigate risks; identify and interpret issues and trends	Analytical and judgemental skills to interpret varied and complex information	4	52
Interpersonal and Communication Skills	Negotiate contracts for commissioning purposes with internal and external providers.	Developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action	4c	52
Physical Skills	Use of ICT equipment in the preparation of information and reports.	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Provide advice and support to influence groups within the organisation. Give expert advice externally to influence decisions in a variety of forums. Autonomy in monitoring and negotiating contracts.	Work within recognised procedures, organising own workload, making decisions	4	52
Physical Demands	Physical effort required for use of ICT equipment sitting standing and walking	Limited requirements for standing walking	1	10
Mental Demands	Concentration for preparing reports for internal and external organisations where there is a need for accuracy. Checking and analysing statistics documents and contracts. Deadlines	Lengthy periods of concentrated mental attention; work related pressure	4c	40
Emotional Demands	No direct contact with service users	Minimal emotional demand	1	10
Responsibility for People Well-Being*	Contribute to policy development, which has social and economic impact on people.	Some direct impact on the wellbeing of individual or groups of people	2	26
	Interpret policy, which has social and economic impact on people	Considerable direct impact on the wellbeing of individual or groups of people	3	39
Responsibility for Supervision	Direct responsibility for training staff on procurement issues	Some direct responsibility for training other employees.	2	26
Responsibility for	Authorise financial transactions	Accounting for considerable sums of	2	26

Financial Resources		money		
	Authorise financial transactions	Accounting for large sums of money	3	39
Responsibility for Physical Resources*	Contribute to the design and delivery of services, which meet the desired outcomes for the organisation and its residents through commissioned services	Procure and/or commission services	4	52
Working Conditions	Work would be mainly carried out in a office based environment	Minimal exposure to disagreeable unpleasant or hazardous conditions	1	10
Total				482/508

*Assessment Tool

Role Title				
Senior Commissioning Officer				
Purpose of the role (job statement)				
Job Statement:				
1. To develop commissioning, contracting and procurement strategies				
2. To lead on a range of procurement projects				
3. Undertake needs analysis and monitor performance of commissioned services				
4. Lead operational staff				
Job Evaluation Assessment				
Factor	Relevant Job Information	JES Descriptor	JE Level	Score
Knowledge	Detailed knowledge of strategic commissioning, contracting and performance monitoring and financial management within a specialist area. Understanding of the key national and local strategic policy drivers. Project Management Qualification or experience. Full CIPS membership JE Level 6 or equivalent experience, equivalent to post graduate JE Level	Advanced theoretical, practical and procedural knowledge across a specialist area	6	121
Mental Skills	Analyse and interpret a range of data, relating to need, demand and provision to reach evidence based decisions; undertake cost benefit analyses; develop long term commissioning strategies in a specialist area; undertake equality impact assessments	Analytical and judgemental skills to interpret varied and complex information; produce strategies over the long term	5	65
Interpersonal and Communication Skills	Negotiating, brokering and influencing skills for negotiating complex contracts with internal and external providers. Report writing and presentational skills	Highly developed advisory and negotiating and persuasive skills to convince others to adopt particular courses action they might not otherwise wish to take	5b	65
Physical Skills	Use of ICT equipment in the preparation of information and reports.	The work requires dexterity co-ordination; some demand for precision in the use of these skills	2	26
Initiative and Independence	Establish, interpret and implement national, professional and organisational policies and procedures in relation to commissioning. Make decisions on how objectives should be achieved within broad professional and/or organisational policies	Frequent decisions and exercising initiative without ready access to more senior officers/managers; progressing a series of activities within recognised guidelines	5	65
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
Mental Demands	Concentration for preparing reports for internal and external organisations where there is a need for accuracy. Checking and analysing statistics documents and contracts. Deadlines	Lengthy periods of concentrated mental attention; work related pressure	4c	40
Emotional Demands	No direct contact with service users	Minimal emotional demands	1	10
Responsibility for People Well-Being*	Interpret policy, which has social and economic impact on people.	Considerable direct impact on the wellbeing of individual, or groups of people	3	39
	Adapt policy, which has social and economic impact on people.	High direct impact on the wellbeing of individual, or groups of people	4	52
Responsibility for Supervision	Supervises an operational team	Some responsibility for supervision of other employees	2	26
	Allocate work to an operational team	Considerable responsibility for	3	39

		supervision of other employees		
Responsibility for Financial Resources	Accounting for several multi-million pound commissioning projects	Accounting for very large sums of money	4a	52
Responsibility for Physical Resources	Responsible for the design and delivery of services, which meet the desired outcomes for the organisation and its residents through commissioned services	Procure and/or commission major services	5	65
Working Conditions	Work would be mainly carried out in a office based environment	Minimal exposure to disagreeable unpleasant or hazardous conditions	1	10
Total				594/620

*Assessment Tool

Role Title				
Commissioning Manager				
Purpose of the role (job statement)				
Job Statement:				
1. To manage the commissioning of services, typically within a specialist area				
2. Act as lead commissioner for the relevant client group				
3. Improve the quality and value of services commissioned				
4. Lead and manage the commissioning staff				
Job Evaluation Assessment				
Factor	Relevant Job Information	JES Descriptor	JE Level	Score
Knowledge	Detailed knowledge of strategic commissioning, contracting and performance monitoring and financial management. Understanding of the key national and local strategic policy and legislative drivers and statutory duties. Degree or equivalent, recognised management qualification or evidence of continued management development to senior JE Level plus evidence of continuing professional development and experience in a specialist area.	Advanced theoretical, practical and procedural knowledge across a specialist area plus detailed knowledge of the associated organisational policies, practices and procedures	7	142
Mental Skills	Analyse and interpret a range of data, relating to need, demand and provision to reach evidence based decisions; undertake cost benefit analyses; develop long term commissioning strategies in a specialist area; undertake equality impact assessments	Analytical and judgemental skills to interpret varied and complex information; produce strategies over the long term	5	65
Interpersonal and Communication Skills	Negotiating, brokering and influencing skills for negotiating complex contracts with internal and external providers. Report writing and presentational skills	Highly developed advisory and negotiating and persuasive skills to convince others to adopt particular courses action they might not otherwise wish to take	5b	65
Physical Skills	Use of ICT equipment in the preparation of information and reports.	Dexterity co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Developing strategic policies ensuring that these reflect statutory requirements, are person-centred and responsive to the needs of the local population	Work within broad practice or guidelines; using discretion and initiative over a broad area of activity	6	78
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
Mental Demands	Concentration for policy development, preparation of presentations, preparing for negotiations, analysis of performance statistics and making recommendations for improvement; managing conflicting demands	Prolonged periods of concentrated mental attention; work related pressure	5	50
Emotional Demands	No direct contact with service users	Minimal emotional demand	1	10
Responsibility for People Well-Being*	Develop policy which has social and economic impact on people	Shared responsibility for the development of policies and procedures which impact on a service area	4	52
	Develop policy which has social and economic impact on people	Major responsibility for the development of policies and procedures which impact on a service area	5	65
Responsibility for	Manages an operational team	High direct responsibility for the	4	52

Supervision		supervision or management of other employees		
Responsibility for Financial Resources	Accounting for several multi-million pound commissioning projects	Accounting for very large sums of money	4a	52
Responsibility for Physical Resources	Responsible for the design and delivery of services, which meet the desired outcomes for the organisation and its residents through commissioned services	Procure and/or commission major services	5	65
Working Conditions	Work would be mainly carried out in a office based environment	Minimal exposure to disagreeable unpleasant or hazardous conditions	1	10
Total				677/690

*Assessment Tool

FAMILY SUPPORT WORKER PROFILES

Role Title				
Family Support Worker Entry JE Level				
Purpose of the role (job statement)				
Work with families toward the successful implementation of child and family plans Work within specific elements of an assessment of needs package with other professionals/agencies Maintain client and contact records Assist in providing a range of services to families				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of family and child support, acquired through NVQ 2 or equivalent experience of working with children and families	Knowledge of procedures for range of tasks	2	40
Mental Skills	Identify potential risks to self, colleagues, children and families; read and interpret straightforward care plan documentation regarding assessed family and child needs	Judgement skills; some need to interpret information and solve straightforward problems	2	26
Interpersonal and Communication Skills	Communicate effectively and sensitively; develop relationships with children and their families working with them and a range of professionals; signposting clients to appropriate support services	Interpersonal caring skills to meet basic welfare needs of clients; advisory, guiding, negotiating or persuasive skills	3ad	39
Physical Skills	Use of keyboard to update records; driving skills may be required	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Work within a defined caseload as part of a wider team; work is defined by set procedures and working arrangements.	Working from instructions, but making minor decisions, using initiative; problems referred to supervisor/manager	2	26
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
	Visiting children and families in home environments, which may involve extensive walking or driving between locations	Some ongoing physical effort	2	20
Mental Demands	Contact time through direct work with children / young people and families; concentration for recording case notes.	Medium periods of concentrated sensory/enhanced mental attention	2ab	20
Emotional Demands	Support children, young people and families at times of distress, anxiety and confusion	Regular emotional demands; occasionally significant emotional demands	3ab	30
	Support children, young people and families at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-Being	Under guidance, engage and work effectively with families, contributing to the implementation of child and family plans; implement tasks within an established care plan	Some direct impact on the well-being of individuals or groups of people	2	26
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information	2(a)	26
Working Conditions	Undertake home visits. Exposure to	Some exposure to disagreeable,	2	20

	dust, dirt, smells, verbal or physical aggression	unpleasant or hazardous working conditions		
	Undertake home visits. Exposure to dust, dirt, smells, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
Total				315/345

Role Title				
Family Support Worker				
Purpose of the role (job statement)				
Work as part of a multi-disciplinary team around a child/young person and family. Contribute to the assessment, planning and review process Responsible for providing a range of services to children and families with agreed care plans				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of family and child support, including child development, contributing to the assessment and care planning processes, acquired through NVQ 3 or equivalent experience of working with children and families	Knowledge of the procedures for a range of tasks, some of which relatively complex	3	60
Mental Skills	Contribute to the development of care plans through, for example, the identification of solutions to conflict situations. Organise a range of group activities to support children and their families	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Developed skills for resolving conflict and encouraging and challenging families to change behaviours; communicate sensitive information to other professionals	Developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4ad	52
Physical Skills	Use of keyboard to update care planning and contact records; may require driving skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Work autonomously in the community with children and families, with responsibility to make independent decisions supporting family well-being	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
	Visiting children and families in home environments, which may involve extensive walking or driving between locations.	Some ongoing physical effort	2	20
Mental Demands	Contact time through direct work with children / young people and families; concentration for recording case notes; may drive between client visits;	Medium periods of concentrated sensory/enhanced mental attention	2ab	20
Emotional Demands	Support children, young people and families at times of distress, anxiety and confusion	Regular emotional demands; occasionally significant emotional demands	3ab	30
	Support children, young people and families at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-Being	Responsible for providing a range of services to children and families; contribute to the assessment, planning and review process, and promote improving outcomes for children and families	Considerable direct impact on the well-being of individual, or groups of, people, through an assessment of needs and implementation of appropriate care or welfare	3a	39
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13

Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information, where care, accuracy, confidentiality and security are important	2(a)	26
Working Conditions	Undertake home visits. Exposure to dust, dirt, smells, verbal or physical aggression	Some/considerable exposure to disagreeable, unpleasant or hazardous working conditions	2	20
	Undertake home visits. Exposure to dust, dirt, smells, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
Total				387/417

Role Title				
Family Support Worker Higher JE Level				
Purpose of the role (job statement)				
As lead practitioner/key worker work as part of a multi-disciplinary team				
Undertake assessments of children and families				
Support and mentor junior colleagues				
Provide practical support to individuals and their carers.				
Contribute to the development of the service and the team				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of family and child support, including child development, undertaking assessments and developing interventions in line with care plans, acquired through NVQ 4 or equivalent experience of working with children and families	Practical and procedural knowledge across a technical or specialist area	4	80
Mental Skills	Contribute to the ongoing review and development of care plans. Assess clients within a framework of professional supervision. Signpost and promote a range of organisations/groups which offer support to children and their families	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Developed skills for resolving conflict and encouraging and challenging families to change behaviours; communicate sensitive information to other professionals	Developed interpersonal caring or training skills, in order to meet the more demanding needs of clients; developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4acd	52
Physical Skills	Use of keyboard to update care planning and contact records	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Work autonomously in the community with children and families, enabling them to make independent decisions that support their family well-being	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
	Visiting children and families in home environments, which may involve extensive walking or driving between locations.	Some ongoing physical effort	2	20
Mental Demands	Concentration for reports for child protection conferences, reviews of children and families in need/ Looked After Children and for developing interventions; tight deadlines	Medium periods of concentrated mental attention	3c	30
Emotional Demands	Support children, young people and families at times of distress, anxiety and confusion	Regular exposure to emotional demands; occasionally significant emotional demands	3ab	30
	Support children, young people and families at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-Being	Responsible for providing a range of services and interventions to children and families with more complex needs. Contribute to the planning and review	High direct impact on the well-being of individual, or groups of, people, through an assessment of the needs and implementation of appropriate	4a	52

	process to promote improving outcomes for children and families	programmes of care or welfare		
Responsibility for Supervision	Guide and mentor junior members of the team.	Some direct responsibility for the supervision, co-ordination or training of other employees	2	26
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information, where care, accuracy, confidentiality and security are important	2(a)	26
Working Conditions	Undertake home visits. Exposure to dust, dirt, smells, verbal or physical aggression	Some/considerable exposure to disagreeable, unpleasant or hazardous working conditions	2	20
	Undertake home visits. Exposure to dust, dirt, smells, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
Total				443/473

Role Title				
Family Support Worker Team Leader				
Purpose of the role (job statement)				
1. Manage a team of Family Support Workers				
2. Lead practitioner/key worker be an effective part of a multi-disciplinary team around a child/family				
3. Undertake assessments of children and families				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of family and child support, including child development, undertaking assessments and developing interventions in line with care plans, acquired through NVQ 4 or equivalent experience of working with children and families plus experience of managing a team of staff	Theoretical plus practical and procedural knowledge in a specialist area	5	100
Mental Skills	Analytical and evaluation skills for assessing, reviewing needs and developing interventions for complex cases allocated to the teams	Analytical and judgement to analyse and interpret complex information or situations and to solve difficult problems or develop solutions or plans over the medium term	4	52
Interpersonal and Communication Skills	Developed skills for resolving conflict and encouraging and challenging families to change behaviours; communicate sensitive information to other professionals; exercise staff motivation skills	Developed interpersonal caring or training skills, in order to meet the more demanding needs of clients; developed staff motivational skills; developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4abcd	52
Physical Skills	Use of keyboard to update care planning and contact records	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Manage a family support team; organise own and others workloads	Working within recognised procedures, within which the jobholder is required to organise own workload.	4	52
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
	Visiting children and families in home environments, which may involve extensive walking or driving between locations.	Some ongoing physical effort	2	20
Mental Demands	Concentration for reports for child protection conferences, Looked After Children, reviews of children and families in need and for developing interventions. Develop team rotas; interruptions to deal with staffing issues	Medium periods of concentrated mental attention	3c	30
Emotional Demands	Support children, young people and families at times of distress, anxiety and confusion	Regular exposure to emotional demands/Occasional exposure to significant emotional demands	3(a)(b)	30
Responsibility for People Well-Being	Responsible for providing a range of services and interventions to children and families with more complex needs. Contribute to the planning and review process to promote improving outcomes for children and families	High direct impact on the well-being of individual, or groups of, people, through an assessment of the needs and implementation of appropriate programmes of care or welfare	4a	52
Responsibility for Supervision	Manage a team of Family Support Workers within a locality; allocate work and carry out appraisals	Considerable/ direct responsibility for the supervision, direction, co-ordination or training/development of other employees.	3	39
	Manage a team of Family Support Workers across localities; allocate work and carry out appraisals	High direct responsibility for the supervision, direction, co-ordination or training/development of other employees	4	52

Responsibility for Financial Resources	Minimal or no responsibility for finance	Limited or no direct responsibility for financial resources	1	13
	Account for and monitor delegated budget for e.g. client activities, equipment and resources for team	Accountable for small expenditures from an agreed budget or equivalent income	2c	26
Responsibility for Physical Resources	Update manual and electronic records	Handling and processing of manual or computerised information	2(a)	26
Working Conditions	Undertake home visits. Some/ exposure to dust, dirt, smells, verbal or physical aggression	Some exposure to disagreeable, unpleasant or hazardous working conditions	2	20
Total				502/538

HOME CARE WORKER PROFILES

Role Title				
Home Care Worker Entry JE Level				
Purpose of the role (job statement)				
Provide personal care Prepare meals and carry out practical duties Maintain client records				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of home care support, including personal care and the use of patient support equipment acquired through NVQ 2 or equivalent experience	Knowledge of procedures for range of tasks and operation of associated Tools and equipment	2	40
Mental Skills	Identify potential risks to self, colleagues and service users; read and interpret straightforward care plan documentation regarding assessed service user care needs	Judgement skills; some need to interpret information and solve straightforward problems	2	26
Interpersonal and Communication Skills	Provide personal services to clients through the exercise of caring and listening skills	Interpersonal caring skills to meet basic welfare needs of clients	3a	39
Physical Skills	Use of domestic equipment/support aids e.g. hoists, wheelchairs and bathing chairs/driving skills	Dexterity, co-ordination or sensory skills with considerably demands for precision	3b	39
Initiative and Independence	Some initiative is exercised within the requirements of the clients' needs; make straightforward decisions based on the requirements of the client	Working from instructions; making minor decisions involving the use of initiative; problems referred to a supervisor/manager	2	26
Physical Demands	Depending on client group may involve providing personal assistance requiring lifting of medium/heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing considerable physical effort; periodic high physical effort	3ab	30
	Depending on client group may involve providing personal assistance requiring lifting of medium/heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing high physical effort	4a	40
Mental Demands	Concentration for the provision of care of clients; may drive between client visits; pressure to meet client needs, which may be conflicting, within a specified period of time	Medium periods of concentrated sensory attention; some work related pressure	2	20
Emotional Demands	Support vulnerable/very vulnerable service users at times of distress, anxiety and confusion	Regular/occasionally significant emotional demands	3ab	30
	Support very vulnerable service users at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-Being	Support individual users and undertake a range of care needs as instructed; implement tasks within an established	Some direct impact on the well-being of individuals or groups of people	2	26

	care plan			
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Shop, collect pensions, prescriptions, banking and the paying of accounts	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources	Update client records; responsible for the safe use of domestic and support aids and security devices.	Handling and processing of manual or computerised information; careful use of equipment/expensive equipment	2ab	26
Working Conditions	Exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
	Exposure to dust, dirt, smells, body fluids, verbal or physical aggression	High exposure to disagreeable, unpleasant or hazardous working conditions	4	40
Total				358/401

Role Title				
Home Care Worker				
Purpose of the role (job statement)				
Contribute to the development and implementation of a care plan and risk assessment for clients Provide personal care Prepare meals and carry out practical duties Maintain client records				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of home care support, including contributing to the development of a care plan, personal care and the use of patient support equipment acquired through NVQ 3 JE Level or equivalent	Knowledge of the procedures for a range of tasks, some of which relatively complex and associated Tools and equipment	3	60
Mental Skills	Contribute to the development of care plans; day to day assessment of client wellbeing, using a person-centred approach	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Provide personal services to clients through the exercise of caring and listening skills	Interpersonal caring skills to meet basic welfare needs of clients	3a	39
Physical Skills	Use of domestic equipment/support aids e.g. hoists, wheelchairs and bathing chairs/driving skills	Dexterity, co-ordination or sensory skills with considerably demands for precision	3b	39
Initiative and Independence	Work independently with service users to promote their well-being within a framework of recognised policies and procedures	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Depending on client group may involve providing personal assistance requiring lifting of medium/ heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing considerable physical effort; periodic high physical effort	3ab	30
	Depending on client group may involve providing personal assistance requiring lifting of medium/ heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing high physical effort	4a	40
Mental Demands	Concentration for the provision of care of clients; driving between client visits; pressure to meet client needs, which may be conflicting, within a specified period of time	Medium periods of concentrated sensory attention; some work related pressure	2	20
Emotional Demands	Support vulnerable/very vulnerable service users at times of distress, anxiety and confusion	Regular/occasionally significant emotional demands	3ab	30
	Support very vulnerable service users at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-Being	Responsible for providing a range of person-centred interventions to clients; contributing to the assessment, planning and review process, and promoting independence and wellbeing of clients	Considerable direct impact on the well-being of individual, or groups of, people, through an assessment of needs and implementation of appropriate care or welfare	3a	39
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for	Minimal or no responsibility for financial	Limited or no direct responsibility for	1	13

Financial Resources	resources	financial resources		
	Shop, collect pensions, prescriptions, banking and the paying of accounts	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources	Update client records; responsible for the safe use of domestic and support aids and security devices.	Handling and processing of manual or computerised information; careful use of equipment/expensive equipment	2ab	26
Working Conditions	Exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
	Exposure to dust, dirt, smells, body fluids, verbal or physical aggression	High exposure to disagreeable, unpleasant or hazardous working conditions	4	40
Total				417/460

Note: the career path for home carers is team leader or into other forms of care e.g. family support, residential care.

Role Title				
Home Care Worker Team Leader				
Purpose of the role (job statement)				
Supervise and co-ordinate a team of home care workers Assess clients Review care plans Maintain client records				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the assessment of clients and provision of home care support, including contributing to the development of a care plan, personal care; skills for effectively supervising the work of a home care team equivalent to NVQ3 plus additional training or experience to NVQ4 equivalent	Practical and procedural knowledge across a technical or specialist area	4	80
Mental Skills	Assess various conditions, some of which may be complex; organise and plan rotas; identify training and development needs of staff	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Persuade more challenging clients to follow a care plan; skills for training and motivating a team of home care staff	Developed interpersonal caring or training skills; developed training, developmental, leadership or motivational skills in relation to other staff	4ab	52
Physical Skills	Driving skills; standard keyboard use	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Organise own workload and that of a team of staff, making decisions on work allocation	Working within recognised procedures, within which the jobholder is required to organise own workload	4	52
Physical Demands	Occasionally required to provide assistance to clients with mobility problems	Periodic requirements for considerable physical effort	2	20
Mental Demands	Concentration for report writing; frequent interruptions to deal with service issues and to re-arrange rotas at short notice; tight deadlines	Considerable JE Levels of work-related pressure	3d	30
Emotional Demands	Support vulnerable/very vulnerable service users at times of distress, anxiety and confusion	Regular emotional demands; occasionally significant emotional demands	3ab	30
Responsibility for People Well-Being	Assess clients and develop a care plan; provide advice and guidance to team on the operation of home care policies and procedures, ensuring an efficient service is provided	Considerable direct impact on the well-being of individuals or groups of people	3a	39
Responsibility for Supervision	Provide first line supervision to home care workers within a locality, allocate work, undertake staff appraisals	Considerable direct responsibility for supervision or management, direction, co-ordination or training/development of other employees covering more than one workplace	3	39
	Provide first line supervision to home care workers across a number of localities, allocate work, undertake staff appraisals	High direct responsibility for supervision or management, direction, co-ordination or training/development of other employees covering more than one workplace	4	52
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Authorise time sheets; hold a petty cash budget	Accountable for small expenditures	2c	26

Responsibility for Physical Resources	Update client records	Handling and processing of manual or computerised information, where care, accuracy, confidentiality and security are important	2(b)	26
Working Conditions	Exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Some exposure to disagreeable, unpleasant or hazardous working conditions	2	20
Total				466/49 2

PUBLIC HEALTH PROFILES

Role Title				
Director of Public Health				
Purpose of the role (job statement)				
Act as statutory lead officer for public health including health protection, health improvement and healthcare services/public health across the organisation				
Determine the overall vision and aims for public health in the locality and manage the delivery of those objectives.				
Produce and publish an annual report on the health of the local population				
Be responsible for all the public health functions of the local authority as defined by the Health and Social Care Act 2012				
Organise the delivery of health services that are both clinical and cost effective				
Have responsibility for the local authority's public health budget				
Principal advisor on all public health related matters for the Authority				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Registered public health specialist, detailed knowledge of national and local strategic policies (including the NHS), legislation and statutory duties. Knowledge of specialist public health fields acquired through relevant degree plus additional training or experience to masters degree or equivalent, plus extensive public health experience at senior management JE Levels	Advanced theoretical, practical and procedural knowledge across a specialist area plus detailed knowledge of the associated organisational policies, practices and procedures for that and other related specialist areas or an equivalent JE Level of organisational, procedural and policy knowledge	8	163
Mental Skills	Analyse and interpret a range of qualitative and quantitative data, epidemiological and statistical data, research evidence, assessed need, literature reviews and audits, relating to public health to develop long term strategies and multi-agency public health programmes	The job requires analytical and judgemental or creative and developmental skills to analyse and interpret very varied and highly complex information or situations and to produce solutions or strategies over the long term.	6	78
Interpersonal and Communication Skills	Uses negotiating and influencing skills to shape policy development at regional and national JE Levels. Uses very highly developed negotiating and persuasive skills where barriers to acceptance may exist with key Authority stakeholders, community groups and representatives, senior managers, external agencies and service providers and the voluntary sector in shaping and delivering consensus orientated public health improvement programmes. As principal advisor on all public health related matters for the authority, influence and hold to account key stakeholders such as elected Members and the NHS.	Very highly developed influencing, negotiating and persuasive skills needed in order to convince others to adopt policies and courses of action they might not otherwise wish to take	6b	78
Physical Skills	Use of ICT equipment in the preparation of strategies and reports.	The work requires dexterity co-ordination; some demand for precision in the use of these skills	2	26
Initiative and Independence	Directly accountable to the Chief Executive and accountable to the Secretary of State for Health via Public Health England. Principal advisor on all public health matters to elected Members and Officers. Develops long term strategies aimed at improving public health across the whole service area. Provides strategic leadership and member of the Authority's senior leadership team. Overall leadership of teams delivering health improvement, health protection and health	The job involves working within organisational policies. The work involves using wide discretion and initiative over a very broad area of activity, with little access to others. The job is subject to general managerial direction	7	91

	services/public health			
Physical Demands	Physical effort required for use of ICT equipment, sitting standing and walking	Limited requirements for standing walking	1	10
Mental Demands	Concentration for policy development across the whole area of Public Health, preparation of presentations, preparation of detailed reports such as the statutory annual public health report, analysis of statistical and epidemiological information, research, audit activity and analysis of service delivery options. Assessment of public health need and associated priorities	Prolonged periods of concentrated mental attention; lengthy periods of concentrated mental attention over a range of activities	5 (a) (b)	50
Emotional Demands	No direct contact with service users	Minimal emotional demand	1	10
Responsibility for People Well-Being*	Develops policy and strategy across all service areas in public health. Leads the team within the local authority that is responsible for the strategic needs assessment underpinning the subsequent development of inter-agency and inter-disciplinary programmes in the areas of health improvement, health protection and health services/public health	The job carries a very major responsibility for the development of policies in relation to one or more service areas and which can be seen to have a major impact on the operation of, or strategy across, services	6	78
Responsibility for Supervision	Managerially responsible for all Public Health staff in all service areas and teams	High direct responsibility for the supervision or management of other employees/ Major direct responsibility for the management, direction, co-ordination and development of significant numbers of other employees, covering several different areas of activity or in several geographically dispersed workplaces	4/5	52/65
Responsibility for Financial Resources	Personal responsibility for the Public Health budget	The job involves a major direct responsibility for financial resources. The work involves being accountable for very large expenditures from an agreed budget or equivalent income.	5	65
Responsibility for Physical Resources	Responsible for the Public Health function that commissions and develops a range of services covering primary, secondary and social care, local authority sectors, external agencies and voluntary organisations. Responsible for the development and implementation of information systems and intelligence systems used to support public health improvement	The job involves a very major direct responsibility for physical resources. The work involves overall responsibility for the procurement and deployment of substantial physical resources. The responsibility includes the long term planning of the procurement and deployment of physical resources and changing the source, nature, JE Level and composition of such resources to meet service or other requirements	6	78
Working Conditions	Work would be mainly carried out in a office based environment	Minimal exposure to disagreeable unpleasant or hazardous conditions	1	10
				789/802

Role Title				
Information Technician (Statistics/Information Management/Public Health Intelligence)				
Purpose of the role (job statement)				
1. Maintains quality and content of data held within information systems 2. Supports analytical work of business area 3. Inputs and processes information in accordance with procedures 4. Responds to enquiries from customers and data providers				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of data analysis and associated software/computer systems acquired through diploma or equivalent experience/qualification	Practical and procedural knowledge across a technical specialist area	4	80
Mental Skills	Deal with queries relating to data or information, assessing whether standard analyses are robust e.g. undertaking a data cleansing role or comparing data from different sources to ensure quality, consistency and accuracy. Plan activities requiring adjustment due to fluctuating workload, prioritising unpredictable and conflicting demands e.g. dealing with data queries arising from information requests, such as urgent parliamentary questions	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Provides and receives information which may be complicated e.g. discussing data queries with data suppliers or customers	Exchange orally or in writing varied information	3	39
Physical Skills	Inputting and manipulating data, information into computer databases	Considerable demand for precision	3	39
Initiative and Independence	Work within organisational and professional policies and procedures; operate on own initiative, taking advice from manager if required	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Uses computer more or less continuously	Regular sitting in a constrained position	2	20
Mental Demands	Requirement for ongoing concentration to maintain data collection systems, process data or write reports, all of which require attention to detail and accuracy	Lengthy periods of enhanced mental attention	3b	30
Emotional Demands	Little exposure to distressing circumstances	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to public health staff	Limited direct impact on the well-being of individual or groups of people	1	13
Responsibility for Supervision	Demonstrates activities and work routines to others in own work area	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Creates reports, e.g. using spreadsheets to summarise data; maintains information systems used for data collection and analysis e.g. ensuring systems are adapted to reflect changes in data collected; implements departmental policies within own work area, proposes changes to working practices as a result of new guidelines or legislation	Considerable direct responsibility for handling and processing of manual or computerised information; care, accuracy, confidentiality and security important	3a	39
Working Conditions	Office conditions	Minimal exposure to disagreeable, working conditions	1	10
Total				384

Role Title				
Information Analyst (Statistics/Information Management/Public Health Intelligence)				
Purpose of the role (job statement)				
1. Analyses data, interprets and reports on results 2. Provides advice and guidance on analyses 3. May develop and design public health related data sets and information 4. May supervise or train other staff				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of a range of statistical/numerical techniques, procedures acquired through qualification to degree JE Level, or equivalent relevant experience	Theoretical plus practical and procedural knowledge in a specialist area	5	100
Mental Skills	Deal with statistical/analytical queries, assessing whether analyses are robust e.g. investigating data anomalies identified during analyses, instigating corrective action as required; plan tasks and activities that may require adjustment e.g. dealing with urgent questions	Interpret information or situations, solve varied problems and/or develop solutions or plans over the medium term	4	52
Interpersonal and Communication Skills	Communicates analytical/statistical matters to non-analytical/statistical professionals, advising, persuading on statistical methods to be used	Exchanging orally and in writing complicated or sensitive information with a range of audiences	4d	52
Physical Skills	Inputting and manipulating data, information into computer databases	Considerable demand for precision	3	39
Initiative and Independence	Work within organisational and professional policies and procedures; operate on own initiative, taking advice from manager if required	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Uses computer more or less continuously	Regular sitting in a constrained position	2	20
Mental Demands	Requirement for concentration to undertake complex statistical analyses requiring accuracy and attention to detail	Lengthy periods of concentrated mental attention	4c	40
Emotional Demands	Little exposure to distressing circumstances	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to public health staff	Limited direct impact on the well-being of the individual or groups	1	13
Responsibility for Supervision	Demonstrates activities and work routines to others in own work area	Limited or no direct responsibility for other staff	1	13
	Co-ordinates work of information technicians; supervises trainees/students; trains other staff	Some direct responsibility for supervision of other staff	2	26
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Creates reports, e.g. using spreadsheets to summarise data; maintains information systems used for data collection and analysis e.g. ensuring systems are adapted to reflect changes in data collected; implements departmental policies within own work area, proposes changes to working practices as a	Considerable direct responsibility for handling and processing of manual or computerised information; care, accuracy, confidentiality and security important	3a	39

	Introduces, adapts and improves information systems within own area e.g. developing and implementing systems to input, store and disseminate information used in statistical/data analysis; responsible for one or more information systems for collection of statistical/epidemiological information; implements departmental policies within own work area, proposes changes to working practices as a result of new guidelines or legislation	Adaptation, development or design of significant information systems	4a	52
Working Conditions	Office conditions	Minimal exposure to disagreeable, working conditions	1	10
Total				440/466

Role Title				
Information Analyst Specialist (Statistics/Information Management/Public Health Intelligence)				
Purpose of the role (job statement)				
1. Analyses data, interprets and reports on results 2. Provides advice and guidance on specialist analyses 3. Leads on discrete projects, development and design of public health related data sets and information, undertakes research 4. Undertakes project management and/or management of staff				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Specialist knowledge and experience of statistical/ analytical/epidemiological techniques and procedures, acquired through degree JE Level or equivalent plus additional specialist knowledge acquired through post graduate diploma JE Level or equivalent relevant experience	Advanced theoretical, practical and procedural knowledge across a specialist area	6	121
Mental Skills	Analyses, investigates and resolves complex statistical/ analytical/epidemiological queries and issues/problems; initiates and plans statistical/ analytical work programmes and makes adjustments to meet customer requirements; develops methodologies for the analysis and/or interpretation of data	Analytical and judgemental skills to interpret varied and complex information	4	52
Interpersonal and Communication Skills	Communicates complex statistical/epidemiological matters with other statistical/epidemiological professionals e.g. development of methodology	Exchanging orally and in writing complicated or sensitive information with a range of audiences	4d	52
Physical Skills	Standard keyboard skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
	Inputting and manipulating data, information into computer databases	Considerable demand for precision	3	39
Initiative and Independence	Works to achieve agreed objectives and is given freedom to do this working within organisational policies in local frameworks. May be section manager or lead specialist.	Work within recognised procedures, organising own workload, making decisions	4	52
Physical Demands	Desk based with requirement to attend meetings throughout the working week	Limited requirements for standing, walking	1	10
Mental Demands	Concentration required when analysing statistical information, writing reports, interruptions from customers; requirement to concentrate for long periods on complex data analysis	Lengthy periods of concentrated mental attention	4c	52
Emotional Demands	Little exposure to distressing circumstances	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to public health staff	Limited direct impact on the well-being of the individual or groups	1	13
Responsibility for Supervision	Co-ordinates work of junior staff; professionally supervises students; trains other staff	Some direct responsibility for supervision of other staff	2	26
	Allocates and checks work	Considerable direct responsibility for the supervision of other employees	3	39
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13

Responsibility for Physical Resources	Responsible for introducing, adapting and improving systems to input, store and disseminate information used in statistical analysis; responsible for one or more information systems for collection of performance/ statistical/ epidemiological information. Implements departmental policies within own work area, proposes changes to working practices as a result of new guidelines or legislation, / proposes changes to and redesigns statistical, information and local managerial policies, concepts and procedures for own area	Adaptation, development or design of significant information systems	4a	52
Working Conditions	Office conditions	Minimal exposure to disagreeable working conditions	1	10
Total				489/515

Role Title				
Information Analyst Advanced/Team Manager (Statistics/Information Management/Public Health Intelligence)				
Purpose of the role (job statement)				
1. Leads the production, development and promotion of a range of statistical/information services and presents results				
2. Provides specialist advice and guidance on statistical/epidemiological/information matters including the development and analysis of public health related data sets and information.				
3. Manages staff within team or project				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	In depth specialist knowledge of statistics /epidemiology/ information analysis and the use of information across the NHS acquired through degree or equivalent plus additional specialist knowledge acquired through training and relevant experience to masters degree JE Level or equivalent	Advanced theoretical, practical and procedural knowledge across a specialist area plus detailed knowledge of the associated organisational policies practices and procedures	7	142
Mental Skills	Analyses, interprets and resolves highly complex statistical/ epidemiological /information problems where there is no precedent or where leading opinions may conflict; contributes to planning and formulation of long term strategies for service; develops methodologies for the analysis and/or interpretation of data	Analytical and judgemental skills to interpret varied and complex information; produce strategies over the long term	5	65
Interpersonal and Communication Skills	Communicates highly complex statistical/epidemiological matters with other statistical/epidemiological professionals; develops and delivers formal, influencing courses of action	Exercising highly developed advisory, counselling, negotiation or persuasive skills, or advocacy	5b	65
Physical Skills	Standard keyboard skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Organise work of team; autonomous decision working within broad professional or organisational policies. Team manager or lead specialist.	Progressing a series of activities within recognised guidelines; making frequent decisions and exercising initiative	5	65
Physical Demands	Desk based with requirement to attend meetings throughout the working week	Limited requirements for standing, walking	1	10
Mental Demands	Concentration required when analysing statistical information, writing reports interruptions to answer customer queries; requirement to concentrate for long periods on complex data analysis; interruptions to deal with service issues	Lengthy periods of concentrated mental attention; high JE Levels of work-related pressure	4cd	52
Emotional Demands	Little exposure to distressing circumstances	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to public health staff	Limited direct impact on the well-being of the individual or groups	1	13
Responsibility for Supervision	Allocates and checks work	Considerable direct responsibility for the supervision of other employees	3	39
	Responsible for day to day management or management of a single function or department, including recruitment, appraisal, discipline, training, career development or delivery of specialist training programmes, e.g. on public health concepts to professionals from other disciplines	High direct responsibility for the management and training of other employees	4	52
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Holds a resource budget	Accountable for small expenditures	2c	26
Responsibility for Physical Resources	Responsible for introducing, adapting and improving a system to input, store and disseminate information (e.g. via web) used in statistical/epidemiological analysis; responsible for running of one or more	Adaptation, development or design of significant information systems	4a	52

	information systems for collection of health related data sets			
	Redesigns statistical/epidemiological, information and local managerial policies and procedures which have an impact on other areas, e.g. analytical/statistical lead on cross-professional working groups advising on new data collection, lead epidemiologist advising on population needs assessment for service development	Adaptation, development or design of large-scale information systems	5a	65
Working Conditions	Office conditions	Minimal exposure to disagreeable working conditions	1	10
Total				562/601

Role Title				
Information Analyst Principal (Statistics/Information Management/Public Health Intelligence)				
Purpose of the role (job statement)				
1. Responsible for the production, development and promotion of a range of statistical/information services for discrete service(s)				
2. Responsible for the formulation of long-term plans and strategic direction within business area				
3. Provides expert advice and guidance on statistical/epidemiological/information matters including the development of public health related data sets and information				
4. Manages projects and/or staff				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	In depth specialist knowledge of statistics/epidemiological /information analysis and the use of information across the NHS acquired through degree or equivalent plus additional knowledge of staff or project management acquired through training and relevant experience to masters degree JE Level or equivalent.	Advanced theoretical, practical and procedural knowledge across a specialist area plus detailed knowledge of the associated organisational policies practices and procedures	7	142
Mental Skills	Experts in their field: analyse, interpret and resolve highly complex statistical/epidemiological /information problems where there is no precedent and where other leading opinions may conflict; project management	Analytical and judgemental skills to interpret varied and complex information; produce strategies over the long term	5	65
Interpersonal and Communication Skills	Communicates highly complex statistical/epidemiological matters with other statistical/epidemiological professionals influencing courses of action; develops and delivers formal, complex statistical/epidemiological presentations to large groups	Exercising highly developed advisory, counselling, negotiation or persuasive skills, or advocacy; exchanging orally and in writing complex and contentious information with a range of audiences, including non-specialists	5bc	65
Physical Skills	Standard keyboard skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Ongoing requirement to act with minimum guidelines, setting standards for others, establishing how professional and administrative policies should be interpreted and implemented; create and amend strategies which cross the whole organisation	Work within broad practice or guidelines; using discretion and initiative over a broad area of activity	6	78
Physical Demands	Desk based with requirement to attend meetings throughout the working week	Limited requirements for standing, walking	1	10
Mental Demands	Concentration required when analysing statistical information, writing reports interruptions to answer customer queries; requirement to concentrate for long periods on complex data analysis; interruptions to deal with service issues	Lengthy periods of concentrated mental attention; high JE Levels of work-related pressure	4cd	52
Emotional Demands	Minimal emotional demands	Limited emotional demands	1	10
Responsibility for People Well-Being	Gives information and advice to public health staff	Limited direct impact on the well-being of the individual or groups	1	13
Responsibility for Supervision	Responsible for day to day management or management of a single function or department, including recruitment, appraisal, discipline, training, career development or delivery of specialist training programmes, e.g. on public health concepts to professionals from other disciplines	High direct responsibility for the management and training of other employees	4	52
Responsibility for Financial Resources	Authorised signatory for cash payments; monitors budget for own section or project; contributes to formulation of section or project budgets; commissions information projects.	Accountable for considerable expenditures; budget setting and monitoring	3b	39

	Departmental budget holder, responsible for setting and monitoring department budget	Accountable for large expenditures: budget setting and monitoring	4b	52
Responsibility for Physical Resources	Responsible for designing, developing and selecting information system specifications and databases e.g. geographical information on population needs assessment for service development; develops policy and leads service redesign across the organisation for, e.g. new ways of measuring waiting times	Adaptation, development or design of large-scale information systems for use by others	5a	65
Working Conditions	Office conditions	Minimal exposure to disagreeable working conditions	1	10
Total				627-640

RESIDENTIAL CARE WORKER PROFILES

Role Title				
Residential Social Care Officer				
Purpose of the role (job statement)				
Work as part of a multi-disciplinary team around at risk children/service users in a residential setting; those placed in the looked after system; those in respite situations				
Contribute to the assessment, planning and review process of residential placement plans, behaviour management plans, care plans or risk assessments				
Responsible for providing a range of services to children, people and families within agreed care plans				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of legislation, regulations, minimum standards and statutory guidance required for the provision of support, assessment and care planning processes in residential settings, acquired through NVQ 3 or equivalent experience of working with service users and families	Knowledge of the procedures for a range of tasks, some of which relatively complex.	3	60
Mental Skills	Contribute to the development of residential placement/care /behaviour management plans through, for example, the identification of solutions to conflict situations. Organise and participate in a range of support and developmental activities with service users	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Developed skills for resolving conflict and encouraging and challenging service users to change behaviours; communicate sensitive information to families, professionals and external agencies	Developed interpersonal caring or training skills, in order to meet the more demanding needs of clients; developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4acd	52
Physical Skills	Use of keyboard to update residential care planning and contact records	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Work autonomously in a residential setting with service users to ensure their safety, nurture their ability to make independent decisions that promote their well-being and assist their transition to adulthood	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
	Participate in activities, which require physical effort	Some ongoing physical effort	2a	20
Mental Demands	Concentration for report writing; contribution to assessments; continuing awareness of client behaviour	Medium periods of concentrated mental attention; lengthy periods of concentrated sensory attention	3ac	30
Emotional Demands	Support service users within a residential setting and deal with vulnerability and challenging behaviours	Regular significant emotional demands	4 (a)	40
Responsibility for People Well-Being	Responsible for providing a range of services and interventions to service users within and via residential settings; contribute to the assessment, planning and review process, and promote	Considerable direct impact on the well-being of individual, or groups of, people, through an assessment of needs and implementation of appropriate care or welfare	3a	39

	improving outcomes for service users and their families			
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information	2(a)	26
Working Conditions	Exposure to verbal or physical aggression	Considerable exposure to people related behaviour	3	30
Total				417/427

Role Title				
Residential Social Care Officer Higher JE Level				
Purpose of the role (job statement)				
As lead practitioner/key worker work as part of a multi-disciplinary team around at risk children/service users in a residential setting; those placed in the looked after system; those in respite situations				
Undertake assessments of children and service users				
Deliver evidence based interventions to promote improved outcomes for service users				
Support and mentor junior colleagues				
Contribute to the development of the service and the team				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the legislation, regulation, minimum standards and statutory guidance required for the provision of support in residential settings, the undertaking of assessments and developing interventions in line with care plans, acquired through NVQ 4 or equivalent experience of working with children, service users and families	Practical and procedural knowledge across a technical or specialist area	4	80
Mental Skills	Contribute to the development of residential placement/care/behaviour management plans through, for example, the identification of solutions to conflict situations. Organise and participate in a range of support and developmental activities with service users	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Developed skills for resolving conflict and encouraging and challenging service users to change behaviours; communicate sensitive information to families, professionals and external agencies	Developed interpersonal caring or training skills, in order to meet the more demanding needs of clients; developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4acd	52
Physical Skills	Use of keyboard to update care planning and contact records	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Work autonomously in a residential setting with service users to ensure their safety, nurture their ability to make independent decisions that promote their well-being and assist their transition to adulthood	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Light physical effort	Limited requirements for standing, walking	1	10
	Participate in activities, which require physical effort	Some ongoing physical effort	2a	20
Mental Demands	Prepare reports for reviews/panels/other formal settings. Concentration for developing interventions; continuing awareness of client behaviour; tight deadlines	Medium periods of concentrated mental attention; lengthy periods of concentrated sensory attention	3ac	30
Emotional Demands	Support service users within a residential setting and deal with vulnerability and challenging behaviours	Regular significant emotional demands	4 (a)	40
Responsibility for	Develops and provides a range	High direct impact on the well-being	4a	52

People Well-Being	of services and evidence based interventions in and via residential settings to service users with more complex needs. Contribute to the development of the service and the team	of individual, or groups of, people, through an assessment of the needs and implementation of appropriate programmes of care or welfare		
Responsibility for Supervision	Guide and mentor junior members of the team.	Some direct responsibility for the supervision, co-ordination or training of other employees	2	26
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information	2(a)	26
Working Conditions	Exposure to verbal or physical aggression	Considerable exposure to people related behaviour	3	30
Total				463/473

SOCIAL WORKER PROFILE SUITE

Role Title				
Principal Social Worker				
Purpose of the role (job statement)				
1. Advise on the strategic direction and development of social care services 2. Provide leadership, direction and management to multi-disciplinary teams 3. Provide advice and guidance on highly complex social work cases 4. Champion good social work practice				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Detailed knowledge of the breadth of social work theories and practices and legislation required for the most complex cases; knowledge of the practices, procedures and policies of external agencies such as emergency services. Degree, professional qualification, higher specialist post qualification award, advanced practitioner accreditation and extensive experience	Advanced theoretical, practical and procedural knowledge across specialist area plus detailed knowledge of associated organisational policies, practices and procedures for that and other related specialist areas.	8	163
Mental Skills	Long term planning including resource allocation; advice on the management of complex social care cases; lead on the redesign of the social care workforce and the development of good practice	Analytical and judgemental or creative and development skills to analyse and interpret varied and complex information or situations; produce solutions or strategies over the long term	5	65
	Long term planning including resource allocation; advice on the management of highly complex social care cases; lead on the redesign of the social care workforce and the development of good practice	Analytical and judgemental or creative and development skills to analyse and interpret very varied and complex information or situations; produce solutions or strategies over the long term	6	78
Interpersonal and Communication Skills	Provide critical challenge and expert professional opinion in formal settings. Overcome resistance to change and persuade others to adopt courses of action that challenge established practice.	Very highly developed influencing, counselling, negotiating and persuasive skills or advocacy to convince others to adopt policies and course of action they might not otherwise wish to take; exchanging orally and in writing wide ranging complex and contentious information	6bc	78
Physical Skills	Use of computer skills to input case notes	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Develop innovative practices for multidisciplinary teams; take the lead in initiating, developing and sustaining internal and external working relationships.	Working within broad practice or guidelines using discretion and initiative over a broad area of activity	6	78
Physical Demands	Light physical effort	Limited requirements for standing, walking, bending or stretching	1	10
Mental Demands	Concentration for analysing statistics and identifying social work trends, development of business plans and detailed report writing; conflicting demands	Lengthy periods of concentrated mental attention	4a	40
Emotional	Provide advice on subject matter which is	Occasional intense emotional	4b	40

Demands	distressing and disturbing	demands		
Responsibility for People Well-Being*	Lead in an area of expert practice. Develop policies and procedures for social care, which will have a significant impact on practices.	Major responsibility for the development of policies and procedures in relation to a service area; significant impact	5	65
	Leadership of service improvement within relevant social work discipline. Undertake service re-design, ensuring good practice is translated into more effective ways of working, supporting appropriate, consistent and defensible decision making across teams and embedding learning and a culture of continuous professional improvement	Very major responsibility for the development of policies and procedures in relation to one or more service areas; major impact	6	78
Responsibility for Supervision	Lead on workforce training and development and professional standards	Major direct responsibility for the management, direction co-ordination and development of significant numbers in several geographically dispersed workplaces	5	65
Responsibility for Financial Resources	Hold staffing budget and delegated service budget; set and monitor a budget	Accountable for considerable expenditures from agreed budget or equivalent income	3b	39
	Hold staffing budget and delegated service budget; set and monitor a budget	Accountable for large expenditures from agreed budget or equivalent income	4b	52
Responsibility for Physical Resources	Manage data	Handing and processing of manual or computerised information	2a	26
Working Conditions	Some exposure to aggression when working in the field	Some to disagreeable, unpleasant people related behaviour	2	20
Total				715/ 741

**SUPPORT TIME
RECOVERY WORKER
PROFILE SUITE**

Role Title				
Support Time Recovery Worker – Entry JE Level				
Purpose of the role (job statement)				
Provide practical support to clients/service users in community and residential settings				
Supports the promotion of independent living and provide a consistent point of contact for service users				
Maintain client records in accordance with guidelines				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Understanding of the issues relating to mental health and the principles of person-centred care and a knowledge of the range of services provided in the community; awareness of the service user's rights, acquired through NVQ 2 or equivalent experience	Knowledge of the procedures for a range of tasks	2	40
Mental Skills	Read and interpret straightforward care plan documentation regarding assessed needs. Undertake a range of practical activities to support service users, carers and families	Judgement or creative skills; some need to interpret information and solve straightforward problems	2	26
Interpersonal and Communication Skills	Provide personal support to vulnerable service users through the exercise of caring and listening skills	Interpersonal caring skills to meet basic welfare needs of clients	3a	39
Physical Skills	Use of domestic equipment and/or driving skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
	Use of medical equipment e.g. hoists, wheelchairs and bathing chairs	Dexterity, co-ordination or sensory skills; considerable demand for precision	3b	39
Initiative and Independence	Work with service users, carers and families; delivering a range of practical activities to support independent living for vulnerable service users; working with service users, carers and families in their homes; delivering short break support for carers	Working from instructions; making minor decisions involving the use of initiative; problems referred to a supervisor/manager	2	26
Physical Demands	Depending on client group may involve providing personal assistance requiring some lifting of medium weights; physical aids e.g. hoists, wheelchairs and bathing chairs may be available	Periodic considerable physical effort	2b	20
	Depending on client group may involve providing personal assistance requiring frequent lifting of medium/heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing considerable/periodic high physical effort	3ab	30
Mental Demands	Concentration for the provision of care of clients; may drive between client visits; pressure to meet client needs, which may be conflicting, within a specified period of time	Medium periods of concentrated sensory attention; some work related pressure	2	20
Emotional Demands	Support vulnerable/very vulnerable service users at times of distress, anxiety and confusion	Regular/occasionally significant emotional demands	3ab	30
	Support very vulnerable service users at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-Being	Responsible for providing a range of services to vulnerable service users, carers and families; promote improving outcomes for service users, carers and families	Some direct impact on the well-being of individuals or groups of people	2	26
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13

Resources				
	Shop, collect pensions, prescriptions, banking and the paying of accounts	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information	2a	26
Working Conditions	Some exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Some exposure to disagreeable, unpleasant or hazardous working conditions	2	20
	Considerable exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
Total				325/38 1

Role Title				
Support Time Recovery Worker				
Purpose of the role (job statement)				
As part of a wider team deliver planned mental health support in community and residential settings Promote independent living and provide a consistent point of contact for service users Provide regular and practical support to individuals and their carers Maintain client records in accordance with guidelines				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of mental health services and support, contributing to the assessment and care planning processes, experience of working with service users, carers and families acquired through NVQ 3 or equivalent experience	Knowledge of the procedures for a range of tasks, some of which relatively complex.	3	60
Mental Skills	Contribute to the development and ongoing adaptation of care plans. Organise and undertake a range of practical activities to support service users, carers and families; use of creative techniques to promote a person centred approach	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Developed skills for resolving conflict, encouraging and empowering individuals/families to change behaviours; communicate sensitive information to other professionals	Developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4ad	52
Physical Skills	Use of domestic equipment and/or driving skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
	Use of medical equipment e.g. hoists, wheelchairs and bathing chairs	Dexterity, co-ordination or sensory skills with considerable demands for precision	3b	39
Initiative and Independence	Independently work with service users, carers and families; organise and promote a range of practical activities to support independent living for vulnerable service users; working with service users, carers and families in their homes; delivering short break support for carers	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Depending on client group may involve providing personal assistance requiring some lifting of medium weights; physical aids e.g. hoists, wheelchairs and bathing chairs may be available	Periodic considerable physical effort	2b	20
	Depending on client group may involve providing personal assistance requiring frequent lifting of medium/heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing considerable/periodic high physical effort	3ab	30
Mental Demands	Concentration for the provision of care of clients; may drive between client visits; pressure to meet client needs, which may be conflicting, within a specified period of time	Medium periods of concentrated sensory attention; some work related pressure	2	20
Emotional Demands	Support vulnerable/very vulnerable service users at times of distress, anxiety and confusion	Regular/occasionally significant emotional demands	3ab	30
	Support very vulnerable service users at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40
Responsibility for People Well-	Responsible for providing a range of services to vulnerable service users, carers and families;	Some direct impact on the well-being of individuals or groups of	2	26

Being	promote improving outcomes for service users, carers and families	people		
Responsibility for Supervision	No responsibility for supervision	Limited or no direct responsibility for other staff	1	13
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Shop, collect pensions, prescriptions, banking and the paying of accounts	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information	2(a)	26
Working Conditions	Some exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Some exposure to disagreeable, unpleasant or hazardous working conditions	2	20
	Considerable exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
Total				397/45 3

Role Title				
Support Time Recovery Worker Higher JE Level				
Purpose of the role (job statement)				
As part of a wider team deliver planned mental health support in a specialised area of practice in community and residential settings				
Promote independent living and provide a point of contact for service users				
Provide practical support to individuals and their carers				
Maintain client records in accordance with guidelines				
Contribute to the development of the service and the team				
Job Evaluation Assessment				
Factor	Job Information	JES Descriptor	JE Level	Score
Knowledge	Knowledge of the processes for the provision of mental health services and support, in a specialist area, contributing to the assessment and care planning processes acquired through NVQ 3 and additional training or experience of working with the relevant client group or equivalent or NVQ 4 equivalent	Predominantly practical and procedural knowledge across a technical or specialist area	4	80
Mental Skills	Contribute to the development and ongoing adaptation of care plans. Organise and undertake a range of practical activities to support service users, carers and families; use of creative techniques to promote a person centred approach	Interpret information or situations, solve varied problems or develop solutions or plans over the short term	3	39
Interpersonal and Communication Skills	Developed skills for resolving conflict, encouraging and empowering individuals/families to change behaviours; communicate sensitive information to other professionals	Developed advisory, guiding, negotiating or persuasive skills to encourage others to adopt a particular course of action; exchanging orally or in writing sensitive information with a range of audiences	4ad	52
Physical Skills	Use of keyboard to update care planning and contact records; may be required to exercise driving skills	Dexterity, co-ordination or sensory skills; some demand for precision	2	26
Initiative and Independence	Independently work with service users, carers and families organising and promoting a range of activities to support independent living for vulnerable service users	Working within recognised procedures, some room for initiative; may involve responding independently to unexpected problems and situations	3	39
Physical Demands	Depending on client group may involve providing personal assistance requiring some lifting of medium weights; physical aids e.g. hoists, wheelchairs and bathing chairs may be available	Periodic considerable physical effort	2b	20
	Depending on client group may involve providing personal assistance requiring frequent lifting of medium/heavy weights (physical aids e.g. hoists, wheelchairs and bathing chairs may be available) sometimes in awkward positions taking into account the environment	Ongoing considerable/periodic high physical effort	3ab	30
Mental Demands	Concentration for report writing; which may be used as evidence in formal settings, contribute to assessments; tight deadlines	Medium periods of concentrated mental attention	3c	30
Emotional Demands	Support vulnerable/very vulnerable service users at times of distress, anxiety and confusion	Regular/occasionally significant emotional demands	3ab	30
	Support very vulnerable service users at times of distress, anxiety and confusion where this will be ongoing	Regular significant emotional demands	4a	40

Responsibility for People Well-Being	Responsible for providing a range of services to vulnerable service users, carers and families; contribute to the assessment, planning and review process, and promote improving outcomes for service users, carers and families	High direct impact on the well-being of individual, or groups of, people, through an assessment of the needs and implementation of appropriate programmes of care or welfare	4a	52
Responsibility for Supervision	Guide or mentor other staff on a regular basis	Some direct responsibility for the supervision, co-ordination or training of other employees.	2	26
Responsibility for Financial Resources	Minimal or no responsibility for financial resources	Limited or no direct responsibility for financial resources	1	13
	Shop, collect pensions, prescriptions, banking and the paying of accounts	Handling of cash or processing of cheques, invoices or equivalent	2a	26
Responsibility for Physical Resources	Update manual and electronic records accurately and concisely	Handling and processing of manual or computerised information	2a	26
Working Conditions	Some exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Some exposure to disagreeable, unpleasant or hazardous working conditions	2	20
	Considerable exposure to dust, dirt, smells, body fluids, verbal or physical aggression	Considerable exposure to disagreeable, unpleasant or hazardous working conditions	3	30
Total				453/4 96