

Job Family Level:	8	Grade:	PR8
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## Care & Learning Job Family

**Job Family Summary:** The Care & Learning Job Family works and promotes improvement in the health and wellbeing of children and adults keeping them safe from harm and protected. To develop active and responsible citizens along with caring and confident communities and to develop the range and quality of learning experiences for everyone to raise standards of performance and achievement.

**Role Summary:** A typical role may plan, organise and manage activities and provide advice and support to clients / service users in line with Council and National guidelines. Manage varied complex caseloads or reviews and work with a range of partners, service users and communities to ensure effective delivery of frontline services. Manage a team and co-ordinate service delivery to successfully deliver outcomes and meet organisational objectives, promoting independence and wellbeing. A genuine interest in the health and wellbeing of children, adults and communities is essential.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <li>• Knowledge and ability to support and deliver a frontline service or specialist projects to ensure standards and quality of services are met</li> <li>• Knowledge of a range of public, independent and voluntary sectors and the social contexts of these fields, to ensure service users are supported and share knowledge and best practice</li> <li>• Interpersonal skills to engage and work with a range of partners, service users and communities to support collaborative and partnership working in line with National Outcomes</li> <li>• Communicate effectively through verbal and formal written documentation relevant to your area of work</li> <li>• Analytical skills and understanding to interpret information, resolve/respond to situations/problems by recommending and prioritising action to be taken to support service delivery</li> <li>• Organisational skills to plan, prioritise, schedule work, manage conflicting priorities and contribute to the needs of the team/service</li> <li>• Ability to assess, create and implement appropriate interventions for the wellbeing and/or learning needs for client/service users</li> <li>• Ability to identify, manage and mitigate potential risks to self and others, by applying and/or updating appropriate ways of working</li> <li>• Ability to observe, record, monitor, share and report on client /service users changing needs, ensuring information is up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to delivering high quality services in accordance with PKC Customer Service Standards</li> <li>• Demonstrate confidentiality and integrity of all Council information</li> <li>• Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct and SSSC Codes of Conduct</li> <li>• Committed to promote and role model the Council's values on equality and diversity</li> <li>• Demonstrate a commitment to learning, improvement and innovation by proactively seeking out opportunities for personal development</li> <li>• Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working</li> <li>• Demonstrate initiative taking responsibility for decisions to achieve results</li> <li>• Lead by example in demonstrating expected behaviours; inspiring colleagues to follow your example</li> <li>• Demonstrate enthusiasm with a desire to make a difference, empowering and supporting your team to initiate improvements to services valuing everyone's contribution inspiring confidence in others</li> <li>• Committed to creating a safe working environment by taking reasonable care of themselves and anyone who may be affected by their actions</li> </ul>

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Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <li>• Knowledge and ability to review and contribute to development and/or management of information, processes or systems</li> <li>• Knowledge and understanding in the use and care of specialist equipment</li> <li>• Knowledge and understanding of procurement and tendering processes and procedures, where appropriate</li> <li>• Digital Leadership skills to deliver efficient services, with working knowledge of operating systems, performance, data analysis and data protection</li> <li>• Knowledge and understanding of financial activities and procedures to manage and control devolved budgets to ensure value for money and efficiency</li> <li>• Where appropriate, management of staff specifically training and development, employee review and development</li> <li>• Ability to comply and implement health &amp; safety policy and health and safety management arrangements within their area of responsibility</li> <li>• Ability to comply and implement the Council's civil contingencies policy and develop emergency plans within their area of responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to promoting health and wellbeing to build employee resilience</li> <li>• Committed to a coaching style approach to help others to find their own solutions</li> <li>• Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our communities</li> <li>• Proactively addresses climate change in their activities and encourages others to do the same</li> </ul>