

NATIONAL PROFILES FOR RESIDENTIAL AND DAY CARE

CONTENTS

Profile Title	AfC Banding	Page
Care Assistant	2	2
Driver with Caring Duties	2	3
Residential Carer	3	4
Day Centre Carer	3	5
Social Work Assistant Practitioner (Residential)	5	6
Day Centre Carer (Higher Level/Team Leader)	5	7
Residential Carer Team Leader	5	8
Social Work Residential	6	9
Day Centre Manager	6	10
Social Care Team Manager (Adult Residential)	7	11

Profile Label:
Job Statement:

Care Assistant

1. Provides personal care and assistance to clients in residential/day care settings
2. Participates in implementation of individual and group programmes for clients

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information, barriers to understanding Communicate with clients using persuasion, tact, empathy and reassurance. Barriers to understanding e.g. sensory disability, confusion, and dementia.	3(a)
2. Knowledge, Training & Experience	Range of work procedures requiring job training Knowledge of a range of procedures and personal care. NVQ2 or equivalent experience.	2
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations/judgements involving facts or situations, some requiring analysis Ensuring safe environment, reports clients' condition to supervisor/observes clients' condition and reports changes to supervisor	1-2
4. Planning & Organisational Skills	Organise own day to day work tasks Plans own work, prioritises tasks, participates in individual/group activities	1
5. Physical Skills	Physical skills obtained through practice Uses hoists, slides, commodes and wheelchairs	2
6. Responsibility for Patient/Client Care	Provide personal care to clients Undertakes personal care, assists with bathing, personal appearance, feeding and toileting	3(a)
7. Responsibility for Policy/Service Development	Follow policy in own role, may be required to comment Follows policy may comment on proposed changes	1
8. Responsibility for Financial & Physical Resources	Regularly handles clients' cash, valuables; safe use of equipment; maintains stock. Handles, safeguards personal possessions; careful use of equipment e.g. Hoists; responsible for reordering stock	2(a)(b)(c)
9. Responsibility for Human Resources	Demonstrate own duties to new or less experienced employees Demonstrates own job to new starts and agency staff	1
10. Responsibility for Information Resources	Record personally generated information Updates client records	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work; occasionally participate in equipment testing May participate in surveys, audits or equipment testing	1
12. Freedom to Act	Work within established procedures, practices, supervision close by/ someone available for reference Carries out personal care duties, works with close supervision/ someone available for reference.	1-2
13. Physical Effort	Frequent moderate effort for several short periods/occasional intense effort for several short periods Use of hoists and wheelchairs/manoeuvring clients for toileting, bathing	3 (c)-4(c)
14. Mental Effort	Frequent requirement for concentration, predictable work pattern Concentration for carrying out personal care and using equipment, work pattern predictable	2(a)
15. Emotional Effort	Occasional/ frequent distressing or emotional circumstances Dealing with clients and families, terminally ill / deaths	2(a)-3(a)
16. Working Conditions	Occasional/ frequent highly unpleasant conditions Exposure to body fluids; foul linen	3(b)-4(b)
JE Score/Band	JE Score 177 – 212	Band 2

Profile Label:
Job Statement:

Driver with Caring duties

1. Safe transportation of clients from home/hospital to various facilities
2. Administers first aid, CPR as required
3. May collect and deliver goods and equipment as required
4. May deliver personal care to clients

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information; barriers to understanding Reassures confused/distressed clients, tact and persuasive skills required	3 (a)
2. Knowledge, Training & Experience	Range of routine work procedures requiring job training Knowledge required for passenger carrying vehicle license, knowledge of operating tail lift, CPR and first aid	2
3. Analytical & Judgemental Skills	Judgements involving straightforward facts and situations/facts or situations, some requiring analysis Decisions on safe transportation/application of emergency procedures	1-2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans routes, order of drop off and/or pick up	2
5. Physical Skills	Developed physical skills; advanced driving. PCV required to transport patients	3 (a)
6. Responsibility for Patient/Client Care	Provide personal care to patients/clients Transports and moves clients; may assist with toileting and feeding	3(a)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment. Follows service policies and protocols	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of expensive equipment Handles clients' valuables; responsible for vehicle and equipment	2(a)(e)
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees May demonstrate duties to new staff	1
10. Responsibility for Information Resources	Record personally generated information. Maintains work records	1
11. Responsibility for Research & Development	Undertake surveys and audits, as necessary to own work Completes e.g. staff surveys	1
12. Freedom to Act	Standard operating procedures, someone available for reference Works on own initiative, supervisor available	2
13. Physical Effort	Frequent moderate effort for several short periods Pushes wheelchairs, lifting boxes	3 (c)
14. Mental Effort	Frequent concentration, work pattern predictable Drives clients, daily schedule	2 (a)
15. Emotional Effort	Occasional distressing or emotional circumstances. Deals with aggressive clients, dealing with family members	2 (a)
16. Working Conditions	Occasional/frequent unpleasant; occasional highly unpleasant Dirt from cleaning vehicles; verbal aggression/body fluids	2(a)- 3 (a)(b)
JE Score/Band	JE Score 200 – 214	Band 2

Profile Label:
Job Statement:

Residential Carer

1. Provides personal care and support to residents in a range of residential settings
2. Participates in and may coordinate group activities
3. Implements care plans

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Communicates routine information using tact or persuasive skills where barriers to understanding exist. Communicates with residents who may be frail, elderly, very ill, have dementia, learning disabilities.	3(a)
2. Knowledge, Training & Experience	Range of tasks within routine work procedures. Knowledge of personal care/support procedures acquired through experience to NVQ Level 3 equivalent.	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, requiring analysis. Identify changes in resident's condition. Judgements required to resolve resident's disagreements	2
4. Planning & Organisational Skills	Organises own day-to-day work/plans and organises straightforward activities/prioritise own tasks. Plans own work activities/ co-ordinates group activities.	1-2
5. Physical Skills	Physical skills obtained through practice. Uses hoists, other mobility equipment and commodes.	2
6. Responsibility for Patient/Client Care	Implement care Delivers care plan activities, mobilises residents	4(a)
7. Responsibility for Policy/Service Development	Follows policies in own role. Follows departmental policies	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables. Handles resident's money and/or valuables	2
9. Responsibility for Human Resources	Demonstrates own duties to new employees. Demonstrates tasks to agency staff or other new employees.	1
10. Responsibility for Information Resources	Records personally generated information. Updates client records	1
11. Responsibility for Research & Development	May participate in surveys, audits or equipment testing. Participates in care audits	1
12. Freedom to Act	Standard operating procedures. Some initiative required for providing client care, supervision available	2
13. Physical Effort	Frequent moderate effort for short/ long periods. Moving residents when dressing, toileting, feeding.	3(c)-4(b)
14. Mental Effort	Frequent concentration, work pattern is predictable/unpredictable. Concentration required when dealing with clients. Depending on client base, work is predictable or unpredictable.	2(a)-3(a)
15. Emotional Effort	Frequent distressing circumstances Care of the terminally ill, residents with progressive illness, challenging behaviour.	3(a)
16. Working Conditions	Some exposure to hazards; frequent highly unpleasant conditions Physical aggression; body fluids, foul linen.	4 (a); (b)
JE Score/Band	JE Score 237 – 257	Band 3

Profile Label:
Job Statement:

Day Centre Carer

1. Implements programmes of care for individuals and groups in a range of settings
2. Works as a member of a team of day carers

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills. Persuades clients to undertake activities, listens and provides advice re daily living issues and explaining changes to centre routine.	3(a)
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge Knowledge of admission procedure, relevant legislation and organisation procedures acquired through training and experience to NVQ level 3 equivalent.	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis. Judgements on how to implement programmes for clients with a range of disabilities.	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans own time and that of others to work outside normal hours, plans transport for clients to and from the centre.	2
5. Physical Skills	Physical skills obtained through practice Use of wheelchairs, hoists	2
6. Responsibility for Patient/Client Care	Implements clinical care/care packages. Implements individual/group programmes of day care.	4(a)
7. Responsibility for Policy/Service Development	Follows policies in own role, may be required to comment Follows organizational policies	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; maintain stock control. Handles client monies, completes stock requisitions.	2(a)(c)
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/provide practical training. Plans programmes for students and provides practical training e.g. Health & Safety.	1-2(c)
10. Responsibility for Information Resources	Record personally generated information. Maintains client records.	1
11. Responsibility for Research & Development	Undertake surveys or audits as necessary to own work. Carries out audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference. Carries out care duties within standard procedure, some degree of initiative required for care circumstances.	2
13. Physical Effort	Frequent moderate effort for several long periods. Moving clients using hoists, pushing clients in wheelchairs.	4(b)
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable. Concentration required when dealing with clients. Predictability may vary due to nature of clients.	2-3(a)
15. Emotional Effort	Frequent distressing/emotional situations. Clients with terminal illness, dementia, learning disabilities.	3(a)
16. Working Conditions	Some exposure to hazards; Frequent highly unpleasant conditions Physical aggression; body fluids	4 (a);(b)
JE Score/Band	JE Score 252 – 264	Band 3

Profile Label
Job Statement:

Social Work Assistant Practitioner (Residential)

1. Cares for young people in a residential setting
2. Implements care/action plans to meet clients' individual needs

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex/sensitive information, barriers to understanding, in a hostile and highly emotive atmosphere. Communicates sensitive information to children and young people with challenging behaviours	5 (c)
2. Knowledge, Training & Experience	Understanding of a range procedures requiring intermediate level knowledge. Knowledge of social, physical, emotional needs of client group and relevant legislation, acquired through training, experience to diploma level equivalent	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Assesses events/problems to determine appropriate action; judgements made when in charge of facility	3
4. Planning & Organisational Skills	Plan and organise straightforward tasks, activities, some ongoing Plans own time and time of young people e.g. activities.	2
5. Physical Skills	Developed physical skills manipulation of people Formal training in restraint, physical aspects of therapeutic crisis intervention.	3(a)
6. Responsibility for Patient/Client Care	Implement programmes of care Daily assessment and recording of needs within overall care plan; provides lifestyle advice to young person	4(a)(c)
7. Responsibility for Policy/Service Development	Follow policies in own role May comment on policies	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables Handles client money and other valuables.	2(a)
9. Responsibility for Human Resources	Demonstrate own activities/ day to-day supervision May demonstrate own duties/supervises support staff	1-2(a)
10. Responsibility for Information Resources	Record personally generated information Maintains client records	1
11. Responsibility for Research & Development	Undertake surveys and audits within own area of work Participates in care audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works independently, formal supervision monthly	3
13. Physical Effort	Frequent moderate physical effort for short periods Controlled restraint of clients, activity based work with children	3 (c)
14. Mental Effort	Frequent concentration, work pattern unpredictable Requirement for concentration when dealing with clients, interruptions to deal with emergency situations	3(a)
15. Emotional Effort	Frequent distressing/highly distressing emotional circumstances Dealing with highly emotional issues e.g. child abuse, severely challenging behaviour	3(a)-4(b)
16. Working Conditions	Frequent unpleasant conditions/some exposure to hazards Verbal/physical aggression.	3(a)-4(a)
JE Score/Band	JE Score 330 – 350	Band 5

Profile Label:
Job Statement:

Day Centre Carer (Higher Level/Team Leader)

1. Plans, develops and implements programmes of care
2. Supervises/manages staff
3. May assist with the management of the facility

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex or sensitive information; barriers to understanding; persuasive, motivational, negotiating, training skills are required. Communicates client condition related information to client/family. Deals with clients with dementia, inappropriate behaviour	4(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of legislation, policies, social needs of clients gained through training, experience to diploma level equivalent.	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Assessment of clients conditions, requirements.	3
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment. Plans group activities for Clients. Organising staff cover and rotas. Co-ordinating multi-disciplinary meetings and reviews.	3
5. Physical Skills	Physical skills obtained through practice/developed physical skills, manipulation of objects, people; narrow margins for error Use of wheelchairs, hoists/use of restraint techniques, airway management .	2-3(a)
6. Responsibility for Patient/Client Care	Develop programmes of care/care packages. Responsibility for assessing and delivering care plans.	5(a)
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures, own area Proposes changes to the delivery of care within the facility.	2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; maintains stock control. Authorises small cash payments to clients; orders stores.	2(a)(c)
9. Responsibility for Human Resources	Day-to-day supervision/management. Allocating daily duties, arranging cover, sitting on interview panels/manages junior and support staff.	2(a)-3(a)
10. Responsibility for Information Resources	Record personally generated information. Updates clients records.	1
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Carries out audits	1
12. Freedom to Act	Clearly defined occupational policies. Work is managed rather than supervised. Works independently within codes of practice and guidelines	3
13. Physical Effort	Frequent moderate effort for short periods. Moves clients in wheelchairs. Restraint of clients/toileting.	3(c)
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration required when dealing with challenging clients/ interruptions to deal with incidents	2(a)-3(a)
15. Emotional Effort	Frequent distressing/emotional situations. Deals with clients with aggressive or challenging behaviour.	3(a)
16. Working Conditions	Occasional highly unpleasant conditions/Some exposure to hazards; frequent highly unpleasant working conditions. Bodily fluids; physical aggression	3(b)-4(a);(b)
JE Score/Band	JE Score 334 – 366	Band 5

Profile Label:
Job Statement:

Residential Carer Team Leader

1. Day to day supervision, management of facility and staff
2. Oversees implementation of programmes of care; may develop care plans

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex, sensitive or contentious information; agreement or co-operation is required as there are barriers to understanding. Communicates client condition related information to client/family. Deals with clients with dementia, inappropriate sexual behaviour	4(a)
2. Knowledge, Training & Experience	Understanding a range of work procedures the majority of which are non-routine. Knowledge of managerial/supervisory skills, legislation, intervention strategies acquired through appropriate training and experience to diploma level equivalent	4
3. Analytical & Judgemental Skills	Judgements involving facts or situations requiring analysis or comparisons of a range of options. Resolving client related problems or referring to appropriate professionals, agencies	3
4. Planning & Organisational Skills	Plan, organise complex activities requiring formulation, adjustment Plans group activities for clients. Organising staff cover and rotas. Co-ordinating multi-disciplinary meetings and reviews.	3
5. Physical Skills	Physical skills obtained through practice. Uses hoists, wheelchairs, other mobility equipment, administers insulin.	2
6. Responsibility for Patient/Client Care	Implement/ develop programmes of care/care packages Implements care packages/ develops and delivers care plans	4(a)-5(a)
7. Responsibility for Policy/Service Development	Implement policies within parameters and propose changes within own area Implements policies e.g. back care.	2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than equipment used personally; maintain stock control; authorised signatory, small cash payments. Handles residents monies; ensures equipment is maintained; completes requisitions; authorises expenditure	2(a)(b) (c) (d)
9. Responsibility for Human Resources	Day-to-day management Allocating daily duties, arranges cover, informal discipline, participates in recruitment	3(a)
10. Responsibility for Information Resources	Record personally generated information Updates client records	1
11. Responsibility for Research & Development	Undertake surveys, audits Undertakes care audits	1
12. Freedom to Act	Clearly defined occupational policies. Work is managed rather than supervised. Works independently within appropriate guidelines and protocols Monthly formal supervision	3
13. Physical Effort	Frequent moderate effort for several short/ long periods. Moving clients using hoists and wheelchairs.	3 (c) -4(b)
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable. Concentration required when dealing with clients; depending on client base, work is predictable or unpredictable.	2(a)-3(a)
15. Emotional Effort	Frequent distressing or emotional situations Dealing with clients with aggressive or challenging behaviour, bereavement and terminally ill.	3(a)
16. Working Conditions	Occasional highly unpleasant conditions/some exposure to hazards; frequent highly unpleasant working conditions Bodily fluids, foul linen, physical aggression	3(b)-4 (a) (b)
JE Score/Band	JE Score 335 – 360	Band 5

Profile label:
Job Statement:

Social Worker (Residential)

1. Cares for children and young people in a residential setting
2. Develops and implements a care/action plan to ensure clients' physical, psychological, social, spiritual and emotional needs are met

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex/sensitive information in an antagonistic and hostile environment Communicates with children and adolescents with challenging behaviour	5(c)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge gained through Diploma in Social Worker or equivalent, plus consolidation through period of indentured practice	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparisons of a range of options Assesses social care needs and manages risk	4
4. Planning & Organisational Skills	Plan, organise straightforward tasks/plan, organise complex activities or programmes requiring adjustments Planning day-to-day activities/activity programmes for clients	2-3
5. Physical Skills	Developed physical skills manipulation of people, objects Formal training in restraint, physical aspects of therapeutic crisis intervention	3(a)
6. Responsibility for Patient/Client Care	Develop programmes of care Develops care, action plans for clients	5(a)
7. Responsibility for Policy/Service Development	Follow policies in own role Follows policy in own work area	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables Handles client money and other valuables.	2(a)
9. Responsibility for Human resources	Demonstrate duties to new or less experienced employees/ day-to-day supervision. May demonstrate own duties/ supervises staff in social care	1-2(a)
10. Responsibility for Information Resources	Record personally generated information Maintains client records and writes reports.	1
11. Responsibility for Research & Development	Undertake surveys, audits within own area of work. Undertakes care audits, surveys as necessary	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works independently; formal supervision monthly	3
13. Physical Effort	Occasional/ frequent requirement for moderate physical effort for short periods Controlled restraint of clients, activity based work with children	2(d) -3(c)
14. Mental Effort	Frequent requirement for concentration, work pattern unpredictable Requirement for concentration when dealing with clients, interruptions to deal with emergency situations.	3(a)
15. Emotional Effort	Frequent exposure to distressing; occasional/frequent highly distressing emotional circumstances Deals with highly emotional issues e.g.child abuse, severe challenging behaviour	3(a)-(b) 4(b)
16. Working Conditions	Frequent unpleasant conditions/some exposure to hazards Verbal/physical aggression.	3(a) -4(a)
JE Score/Band	JE Score 416 – 453	Band 6

Profile Label:
Job Statement:

Day Centre Manager

1. Responsible for ensuring day care services meet assessed need
2. Co-ordinates the planning and implementation of care
3. Manages the staff team and support services facilities
4. Contributes to the formulation of a facility budget

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information, barriers to understanding, persuasive, motivational, training skills are required. Communicates with staff, clients, relatives about client welfare, organizational issues	4(a)
2. Knowledge, Training & Experience	Specialist knowledge across range of work procedures, underpinned by theory Professional knowledge acquired through degree or equivalent supplemented by specialist training, experience to post-graduate diploma level	6
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis. Client related decisions/staffing/assessing risk/referring to other professionals	3
4. Planning & Organisational Skills	Plan and organise complex activities or programmes requiring formulation, adjustment Co-ordinates activities of multi-disciplinary team.	3
5. Physical Skills	Physical skills obtained through practice/developed physical skills; manipulation of objects, people, narrow margins for error Use of wheelchairs and hoists/use of restraint techniques.	2-3(a)
6. Responsibility for Patient/Client Care	Develop programmes of care/ care packages. Responsible for ensuring quality of care and assessment of client need. Responsible for safe delivery of services.	5(a)
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Responsible for policy development and implementation	2
8. Responsibility for Financial & Physical Resources	Authorised signatory; delegated budget/budget holder for department/service Authorised overtime, travel expenses; holds delegated/centre budget	3(a)(d)-4(a)
9. Responsibility for Human Resources	Line manager for single function or department. Management of team	4(a)
10. Responsibility for Information Resources	Record personally generated information Updates client/staff reports	1
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work Carries out audits	1
12. Freedom to Act	Broad Occupational Policies Accountable for own professional action, manages team	4
13. Physical Effort	Occasional moderate effort for several short periods Assisting with moving clients. Use of hoist	2(d)
14. Mental Effort	Frequent concentration, work pattern unpredictable. Daily concentration on patient-related activities/unpredictable client demands.	3(a)
15. Emotional Effort	Occasional/frequent distressing or emotional circumstances. Imparting unwelcome news to clients/families/staff. Dealing with complex family situations.	2-3(a)
16. Working Conditions	Occasional/frequent unpleasant working conditions/occasional highly unpleasant Verbal aggression/body fluids.	2(a)-3(a)(b)
JE Score/Band	JE Score 430 – 465	Band 6

Profile Label:
Job Statement

Social Care Team Manager (Adult Residential)

1. Manages a social care team to ensure the delivery of care plans
2. Delivers care to residents
3. Quality assures client care plans and ensures records are maintained
4. Holds and manages budget

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicating on issues of disclosure of sensitive information, bereavement, advocacy, negotiations, inappropriate behaviour.	4(a)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree or equivalent, supplemented by managerial training, experience to post-graduate diploma level or equivalent	6
3. Analytical & Judgemental Skills	Complex facts or situations, requiring analysis, interpretation, comparison of range of options Complex client related decisions/staffing/assessing risk/referring to other professionals	4
4. Planning & Organisational Skills	Plan complex activities or programmes, requiring formulation, adjustment Organises and allocates team workload, staff meetings, adjustments to plans, plans ongoing client activities	3
5. Physical Skills	Physical Skills obtained through practice. Keyboard skills, use of hoists and slides	2
6. Responsibility for Patient/Client Care	Develop programmes of care/care packages Responsible for developing and overseeing care plans and assessment of client need. Responsible for safe delivery of services	5(a)
7. Responsibility for Policy/Service Development	Implement policies and proposes changes to practices, procedures for own area Responsible for policy development and implementation	2
8. Responsibility for Financial & Physical Resources	Budget holder for department/service Budget management for facility. Responsible for authorising and accountable for expenditure within an allocated budget	4(a)
9. Responsibility for Human Resources	Line manager for single function or department Manages team of residential staff	4(a)
10. Responsibility for Information Resources	Record personally generated information Updates client, staff records.	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Carries out care audits	1
12. Freedom to Act	Broad occupational policies Accountable for own professional actions. Manages facility.	4
13. Physical Effort	Occasional/frequent moderate effort for several short periods Use of hoists, pushing medicine trolleys, wheelchairs	2(d)-3(c)
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration on client related activities; unpredictable client, staff demands	3
15. Emotional Effort	Frequent distressing; occasional highly distressing or emotional circumstances. Dealing with inappropriate behaviour; imparting news of unexpected death, personal involvement with difficult family situations	3 (a)(b)
16. Working Conditions	Frequent unpleasant conditions Verbal aggression, challenging behaviour.	3(a)
JE Score/Band	JE Score 468 - 473	Band 7