

Family profile

Job Family	Supporting	Grade	CBG7	Prepared	April 2019
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Family definition	You personally provide and may also guide others to deliver services which directly improve the health or social wellbeing of customers. You form ongoing relationships by interacting with customers over time. You may require specialist professional qualification / registration.
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Key outcomes and accountabilities

- Front line person centered support is achieved through the development and undertaking of tailored support plans in which the customer is engaged with
- Customer issues and concerns are identified and addressed, with interventions made as required, through being the key contact for customers
- Best outcomes are achieved through a coordinated customer focused approach, involving other professionals
- Customers are accurately signposted, educated and advocated on behalf of, accordingly and within level of professionalism
- Accurate recording, processing and analysis of information, which is then used to support with influencing recommendations and outcome
- Emergency situations are responded to, with timely and responsive judgement and support
- Longer term support and improvement plans are contributed through the undertaking of assessments, analysis and customer feedback
- Continued service delivery is achieved through effective coordination of resources
- Developed plans and outcomes comply with established policies, processes and procedures

Minimum qualification level or equivalent relevant experience	3
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Competency skyline

