

## **Position Description:           Therapeutic Care Worker**

This position description has been developed with a vision of Stand's Therapeutic Care and Education Service fit for current and future need, and in the context of achieving competent practice and effective delivery of therapeutic care and education. The Position of Therapeutic Care Worker does not require SWRB registration and reports to the Therapeutic Care Team Leader. It has functional relationships with other colleagues in the Therapeutic Care and Education Team, Kaumatua and Kuia, Intensive Family Wraparound Team, Family Therapy Team Leader and/or SWiS Team Leader (not in all regions), Support Services Team, children and their parents and caregivers, children's home schools, service partners, referral agents, other community agencies, and visitors. The role includes a "key worker" function and may at times include a child mentor function in the community. Hours of Work average 80 hours per fortnight. As the service operates 7 days a week, Therapeutic Care Workers are required to work weekend shifts and early and late shifts on a rotating basis with other colleagues.

### ***National Practice Standards - Therapeutic Care Workers***

The national practice standards outlined in this document describe the standards of performance expected of Therapeutic Care Workers in their work. In other words, they describe what people in this role are expected to know and do i.e. statements of competence. They provide a common reference point for good practice throughout Stand Children's Services.

Delivering high quality services requires knowledge, experience and skills. Using these standards will help to reinforce the link from our strategic vision to operational processes and to service delivery standards.

These national practice standards combined with the Roles and Responsibilities Framework help to establish the link between the aims and objectives of Stand Children's Services and what individuals need to be able to achieve. Consequently, the standards and the roles and responsibilities framework are of key importance in the education, training, and professional development of Therapeutic Care Workers.

### ***The Roles and Responsibilities Framework – Therapeutic Care and Education Team***

The Roles and Responsibilities Framework outlines the outcomes expected from the Therapeutic Care and Education Service, and how the different roles that make up the Therapeutic Care and Education team contribute, through the delivery of their responsibilities, to achieving these. These are included in the position description to provide you with an understanding of the depth and breadth of the Therapeutic Care Workers role and its responsibilities.

## **National Practice Standards for Therapeutic Care Workers**

### **Practice Standards A: Deliver Trauma Informed Therapeutic and Education Services to Children**

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#### **Work with children attending the Therapeutic Care and Education service to achieve optimal outcomes**

- Effectively engage and motivate children and their families individually and in groups
- Contribute to the ongoing assessment of child and family need and strengths
- Deliver on agreed action plans by providing the required supports for change and provide clear evidence of achievement against the agreed action plans
- Contribute to the implementation, monitoring and review of individual service plans and ensure evidence of outcomes as per policy is gathered and recorded.
- Contribute to the design, implementation and review of the therapeutic care and education programme including routines for personal care, learning daily living skills, goal setting, reflection, and mindfulness skills.
- Provide appropriate and flexible responses to daily events

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#### **Deliver a service which promotes the safety and wellbeing of children**

- Provide trauma informed therapeutic care and education services that support each child's recovery and improves their wellbeing
- Be supportive and responsive to significant events in the lives of children
- Report serious and significant incidents, disclosures and concerns to the STL in a timely manner
- Ensure the child's voice is heard and involve children in decisions affecting them
- Work with colleagues to provide a culture of care, welfare, safety and security which promotes optimal outcomes for individual children, groups of children, and where appropriate parents and family

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#### **Work with parents, families, and significant others to achieve optimal outcomes for children**

- Develop effective working relationships with those with parental responsibility, and significant others in the life of the child
- Contribute to the delivery of supports for change provided to parents and caregivers

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#### **Contribute to the development of services, policies and practices which optimise safety and wellbeing outcomes for all children**

- Contribute to the development of Stand Children's Services policy and practice
  - Liaise and work with other professionals, schools and agencies as required
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## **Practice Standards B: Use Resources Correctly**

### **Use of financial resources**

- Make resource requests for expenditure
- Make purchases and obtain receipts as per financial policy and procedures
- Gain approval for expenditure and claim expenses as per financial policy and procedures

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### **Use of physical resources (e.g. Office space and setting, IT, vehicles)**

- Identify physical resources needed
  - Obtain physical resources
  - Use physical resources efficiently and effectively to maximise safety and quality of services
  - Monitor own use of physical resources
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## **Practice Standards C: Work Professionally with Others**

### **Contribute to the maintenance and development of a safe and effective working environment**

- Contribute to a healthy and safe working environment
- Work with others in the Therapeutic Care and Education Team, Support Services Team, Community Social Work Team, Family therapy Team and Stand Social Workers in Schools (not in all regions), to create an open and safe working environment in which poor practice can be identified and corrected
- Follow the health, safety and security policies at all times in all environments
- Use the “safety net” practices required

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### **Contribute support and ideas to enhance performance of the team**

- Contribute to the identification of the development needs of the team
  - Help plan the development of the team
  - Work with others to develop the team to improve performance and outcomes
  - Support the learning and development of others in the team
  - Contribute to continuous assessment of team performance and outcomes
  - Work to continuously improve the performance of the team
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**Manage own performance as an individual and as a member of a team**

- Receive allocated work to self and team from team leader
- Agree objectives and work plans with team leader and team
- Continually assess the performance of self against agreed work plans and objectives
- Provide and receive feedback on own performance and team performance individually with team leader and in wider team setting

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**Contribute to the assessment of self and on job learning**

- Agree a plan for reviewing performance with team leader
  - Provide performance evidence against agreed criteria to team leader
  - Provide knowledge evidence to team leader
  - Receive feedback and contribute to professional development plan
  - Complete On Job Learning (OJL) assessments and maintain OJL practice standards and refreshers
  - Complete Internal Training and maintain Internal Training practice standards and refreshers
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**Practice Standards D: Contribute to Continuous Quality Improvement****Contribute to a quality provision which meets Stand Children's Services objectives**

- Follow nationally agreed service specifications, values and approach, and Stand's Intervention Logic Model
- Correctly use quality assurance systems including MAPA standards, "safety net" practices, supervision, and OJL system
- Contribute to the evaluation of practice outcomes and continuous quality improvement
- Monitor own compliance with quality systems and report any non-compliance

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**Contribute to quality provision which achieves optimal outcomes for children**

- Ensure children's rights are upheld
- Contribute to a trauma informed approach to service delivery
- Maintain a focus on outcomes
- Follow policies to maximise quality of care, welfare, safety and security
- Ensure own professional practice maximises children's life chances
- Ensure children participate in decisions affecting them

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**Work to support the development and implementation of quality policies**

- Provide feedback and support for the development of quality policies
  - Provide feedback and support for the development of strategies to implement quality policies
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## **Practice Standards E: Manage the Task and Professional Development**

### **Manage self and resources ethically**

- Manage time and resources to meet objectives
- Develop capacity and capability to continually improve the service
- Develop and examine own value system
- Use support systems effectively

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### **Take responsibility for the continuing professional development of self and others**

- Take responsibility for own professional development and supervision
  - Meet OJL requirements
  - Contribute to the professional development of others
  - Participate in the professional supervision practices required
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## Roles and Responsibilities Framework:

### Safe

Everyone who works with children should ensure that:

- each child is protected from abuse, neglect and harm
- each child is equipped with the skills and knowledge to keep themselves and others safe, and
- the service environment is safe and comfortable.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
A safe, secure environment for each child	Ensure that policies and practice provide a safe and secure environment that upholds children's rights and meets all Stand policy requirements.	Understand own and other staff member's responsibilities in order to provide a safe and secure environment which upholds children's rights and meets all Stand policy requirements.	Understand and carry out own responsibilities in order to provide a safe and secure environment which upholds children's rights and meets all Stand policy requirements.
	Ensure that each child is supported to develop the skills and knowledge to keep safe.	Assist each child to develop the skills and knowledge to keep safe.	Assist each child to develop the skills and knowledge to keep safe.
Child protection	Ensure that procedures for child protection are in place and are understood and implemented by all staff.	Keep up to date with child protection policy and procedures and support staff in implementing these.	Keep up to date with child protection policy and procedures and use these as required.
	Establish an ethos of trust where staff feel confident and supported in raising concerns about child protection issues.	Report and discuss any concerns to the Therapeutic Care Team Leader.	Report and discuss any concerns to the Village Team Leader.
	Understand and carry out responsibilities in relation to child protection.		
	Take care to ensure that the safety and well being of each child is considered at all times within the service.		
Collaboration with other agencies to ensure children are safe	Ensure that relationships with relevant agencies are established and maintained.	Identify and report concerns in line with Stand procedures and establish and maintain contacts with relevant staff in other agencies.	Identify and report concerns to team leader in line with Stand procedures.
	Ensure that staff understand their responsibilities and arrangements for collaborating with the IFWS Team and other services when there are concerns for the safety of children.	Work in collaboration with the IFWS Team and other services to ensure effective support to ensure the safety of individual children.	Provide information to support good collaboration with the IFWS Team and other services to ensure the safety of individual children.

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## Roles and Responsibilities Framework Continued

### Nurtured

Everyone who works with children should ensure that:

- each child is happy, secure and welcome within the service
- relationships with each child are warm and empathetic
- effective support is available to match with each child's needs
- each child receives positive feedback and encouragement
- the service ethos reflects and welcomes cultural and social diversity
- each child is supported to develop positive attitudes towards him/herself and others
- strong links are established between the service and each child's home and family.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
A caring and nurturing environment	Ensure that the environment is comfortable, welcoming and accessible to each child and their family.	Provide a caring and nurturing environment for each child and family and identify areas for ongoing improvement and development.	Support the provision of a caring and nurturing environment for each child and family.
	Ensure that the provision of services promotes each child's all round well being and development.	Promote each child's all round well being and development.	Support the provision of services to promote each child's all round well being and development.
	Plan and deliver therapeutic individual and group programmes for children.		
Positive and caring relationships	Ensure that healthy, hopeful relationships are established with each child and family.	Build relationships with each child and family.	Build relationships with each child and family.
	Ensure that the ethos of the service is built around kindness, respect and commitment to, each child and family.	Provide services based on kindness, respect and commitment to each child and family	Contribute to the provision of services based on kindness, respect and commitment to each child and family
	Ensure that children's relationships with each other are positive and supportive.	Support children to form positive relationships with one another and to be kind and accepting of others.	Teach and create opportunity for children to be kind and considerate of others.
Confident children who can demonstrate resilience.	Ensure that relationships with each child are positive and affirming and promote each child's confidence and resilience.	Ensure staff provide regular feedback and praise and encouragement to children	Relate to children in a positive and affirming manner.
		Give regular praise and encouragement to children.	Give regular praise and encouragement to children.
Provide support and positive role modeling to others in promoting children's confidence and resilience.			

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## Roles and Responsibilities Framework Continued

### Healthy

Everyone who works with children should ensure that:

- each child's all round health and well-being is promoted within the service
- each child can access effective support for good health
- parents are provided with information about their child's health
- the service equips each child with knowledge and skills to support their own health
- strong links are established with health professionals in the local community.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
A health promoting service.	Ensure that each child's well-being and health is protected, promoted and supported within a health focused environment.	Develop an environment to protect and promote each child's well-being and health.	Support provision of an environment to protect and promote each child's well being and health.
	Ensure that procedures are in place and that staff understand how to provide for each child's specific health, medical or dietary needs.	Understand and implement procedures to look after individual children's specific health, medical or dietary needs.	Understand own responsibilities in relation to any health, medical or dietary procedures and/or requirements.
Collaboration with other services and agencies	Ensure that procedures are in place and that staff understand their role and are supported in liaising with health services and agencies when appropriate.	Identify and report concerns through Stand procedures. Establish, maintain and appropriately use health services and agencies.	Identify and report health concerns  Understand the roles of health professionals involved with children and families.
	Participate in joint service planning to build the capacity of services to promote the health and well being of children.	Work collaboratively with others to agreed health objectives in plans.	
Promoting a healthy lifestyle	Ensure that information and advice is available to support parents and children in making healthy lifestyle choices.	Encourage and support each child to make healthy lifestyle choices.	Support the delivery of services to encourage a healthy lifestyle.
	Plan services to ensure that every child's health and well-being is fully considered.	Promote every child's health and well-being in the delivery of services.	Support every child's health and well being in the delivery of services.
	Help the child develop self reliance and independence in the management of any diagnosed chronic health condition.		

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## Roles and Responsibilities Framework Continued

### Achieving

Everyone who works with children should ensure that:

- each child can access positive support and guidance to develop their confidence and self-identity to full potential
- a range of play and learning opportunities is planned to promote and develop each child's learning
- each child's progress is tracked and recorded
- parents are given regular updates about their child's achievements and progress and are given opportunities to become involved as partners in their child's learning and development
- the environment is planned and arranged to support a range of learning styles and preferences
- each child is supported to recognise their own strengths and learning preferences.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Providing an environment and resources to build each child's skills, confidence and self-identity	Ensure the continuous development of an environment that meets the needs of each child.	Plan and provide an environment to meet the needs of each child.	Support the provision of an environment to meet the needs of each child.
	Develop and ensure availability of resources, which support each child to develop their skills, confidence and self-identity to their full potential.	Develop and provide resources and activities to support each child to develop their skills, confidence and self-identity to their full potential.	Support the provision of resources, which help develop each child's skills, confidence and self-identity to their full potential.
Tracking each child's progress	Ensure that each child's progress is observed, recorded and reported.	Ensure that each child's progress is observed, recorded and reported	Observe, record and report on individual children's progress.
Involvement and engagement of parents.	Ensure that opportunities and information are available to promote the role and involvement of parents in children's learning and development.	Provide regular feedback to parents about each child's progress and achievements.	Provide information about children's progress to colleagues for informed discussion with parents.
		Provide support for parents to promote their active engagement and involvement in their child's learning and development.	Talk positively to parents about their child.
Learning about learning	Ensure that each child is supported and guided to understand what helps their learning.	Provide resources and opportunities to cater for a range of learning styles and preferences.	Provide learning opportunities for children.
		Talk to each child about learning and what helps and works best for him/her.	
		Talk to children and take an interest in their learning.	

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## Roles and Responsibilities Framework Continued

### Active

Everyone who works with children should ensure that:

- each child is able to develop their own interests within a range of play, adventure based learning and recreational activities
- the service is planned to offer each child daily opportunities for energetic play indoors and outdoors
- each child's enthusiasm, appreciation and participation in sporting activity is fostered.
- each child's enthusiasm, appreciation and participation in arts and cultural activity is fostered.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Encouraging each child's participation in a range of activities.	Ensure provision of an encouraging and stimulating environment and resources to support each child's participation in play, recreation, sport, art and cultural activities.	Plan and develop opportunities to encourage and support each child's participation in play, recreation, sport, art and cultural activities.	Support provision of an environment and resources to support and encourage each child to participate in play, recreation, sport, art and cultural activities.
	Ensure that the service provides each child with daily opportunities to be physically active.	Plan daily opportunities to interest and engage each child in physical activity.	Support each child's physical activity.

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## Roles and Responsibilities Framework Continued

### Participating and Contributing

Everyone who works with children should ensure that:

- their expectations of children's behaviour are reasonable and sensitive to the age and stage of development of each child
- each child is able to observe their workers consistently supporting and valuing one another, their parents and all other children
- each child is encouraged to be kind and considerate to other children and adults
- each child is actively listened to and their ideas and opinions valued and acted on
- good relationships are established with each child's parents and family, based on mutual respect and understanding
- routines are sensitively undertaken to ensure that each child's dignity and self-identity are safe-guarded
- good links are established with the local community.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Respect for children's rights	Establish a culture of care that promotes positive, non-discriminatory and inclusive relationships with and between each child and family.	Uphold the rights of each child and provide opportunities for each child to develop independence and autonomy.	Uphold each child's rights.
	Ensure that each child is given opportunities to make informed decisions and develop and express views on a range of issues, and has opportunities to learn about their culture, the world, the community and how to play an active part.	<p>Enable staff to provide opportunities for children to make informed decisions and develop and express views on a range of issues.</p> <p>Provide children with opportunities to learn about their culture, the world, the community and how to play an active part.</p>	<p>Enable each child to have a say in decisions about him/herself and the service they receive.</p> <p>Encourage children to express their views on a range of issues, and give opportunities to learn about their culture, the world, the community and how to play an active part.</p>

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## Roles and Responsibilities Framework Continued

### Participating and Contributing (continued)

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Citizenship	Ensure that good links are established with the local community and that opportunities are provided to support each child's developing understanding of their role and responsibilities as citizens.	Build good links with the local community.  Provide opportunities for children to take part in community activities and to learn about their role and responsibilities as citizens.	Support the development of strong links with the local community.  Encourage children to take part in community activities and to learn about their role and responsibilities as citizens.
Culture and values	Confirm and empower parents in their role and promote their involvement and engagement within the service.	Provide opportunities for parents to engage with the service	Support the involvement of parents within the service.
	Ensure that's parents contributions and ideas are listened to and addressed.	Provide information and opportunities for parents to contribute ideas and opinions, and encourage them to participate in decision making.	Develop positive relationships with each parent, carer and family, encouraging them to participate in decision making.
	Ensure that the service is delivered to reflect clear and shared values and respect for individuals.	Share in establishing and reflecting clear values and operating principles for the service.	Uphold the values and operating principles of the service.
	Ensure that opportunities are available to foster children's understanding of their own and others beliefs and cultures.	Provide opportunities to foster children's understanding of their own and other's beliefs and cultures.	Support the opportunities that foster children's understanding of their own and others beliefs and cultures.

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## Roles and Responsibilities Framework Continued

### Participating and Contributing (continued)

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Supporting transitions	Ensure that good communication and relationships are established with the services that children move on to.  Liaise with other services to ensure that transitions are carefully planned and managed.	Maintain good communication and relationships with services that children move onto and share approaches to support children at times of transition.	Support good communication and relationships with services that children move onto and share approaches to support children at times of transition.
	Ensure each child and family is provided with relevant information to support their child's transitions through services.	Provide information and support to children and to parents to assist them to make informed decisions about follow on services  Provide appropriate support for each child and family at times of transition.  Provide advice, support and particular interventions to parents.	Support the provision of information and support for each child and family at times of transition.  Provide information and support on particular interventions to colleagues for informed discussion with parents.

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## Roles and Responsibilities Framework Continued

### Participating and Contributing (continued)

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Community involvement and citizenship	Ensure that effective partnerships are established with the local and wider community.	Promote and support partnerships with the community.	Work alongside other partner providers in the community.
	Build the capacity of the service by drawing on wider community resources and inter-professional involvement.	Work alongside other partner providers in the community.	
	Participate in joint planning of services with other agencies and the community.		
	Ensure children have opportunities and support to take an active and responsible role in the Therapeutic Care and Education service.	Enable staff to provide opportunities and support for each child to take an active and responsible role in the Therapeutic Care and Education service.	Provide opportunities for each child to take an active and responsible role in the Therapeutic Care and Education service.

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## Roles and Responsibilities Framework Continued

### Belonging and Trust

Everyone who works with children should ensure that:

- there is continuous work to ensure that each child feels they belong and can trust
- the service can adapt to meet individual needs
- each child is supported to appreciate diversity and to be sensitive to the needs of others
- information is tailored to the needs of parents and takes account of cultural and learning differences
- each child is supported to participate fully and any barriers are identified and overcome
- opportunities are provided to celebrate each child's successes and achievements.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Children experience belonging and trust	Ensure planned services focus on children experiencing: <ul style="list-style-type: none"> <li>• knowing and being connected to their family and their cultural identity</li> <li>• having their wishes and feelings listened to</li> <li>• enjoying a home environment that meets their needs and allows them to be generous to others</li> <li>• attending a school where they feel safe and included</li> <li>• feeling comfortable in the local community</li> </ul>	Enable staff to promote children experiencing: <ul style="list-style-type: none"> <li>• knowledge and connection to their family and cultural identity</li> <li>• having their wishes and feelings listened to</li> <li>• enjoyment of a home environment that meets their needs and allows them to be generous to others</li> <li>• attending a school where they feel safe and included</li> <li>• feeling comfortable in their local community</li> </ul>	Support children to experience: <ul style="list-style-type: none"> <li>• knowledge and connection to their family and cultural identity</li> <li>• having their wishes and feelings listened to</li> <li>• enjoyment of a home environment that meets their needs and allows them to be generous to others</li> <li>• attending a school where they feel safe and included</li> <li>• feeling comfortable in their local community</li> </ul>
Full access	Ensure that the service can be accessed by and meets the needs of each child & family.	Provide a service which can be accessed by and meets the needs of each child and family.	Support the provision of a service which can be accessed by and meets the needs of each child and family.
Social inclusion	Ensure the culture and ethos of the organisation is reflected in good practice which supports the inclusion of children regardless of their needs.	Provide a service to children with disabilities or additional support needs which provides equality of opportunity for all.	Support a service to children with disabilities or additional support needs which provides equality of opportunity for all.

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## Roles and Responsibilities Framework Continued

### Organisational factors

Everyone who works with children and families should ensure:

- their continuing learning and professional development
- understanding of their own role and responsibilities, and
- know how to support the administration of the service to achieve positive outcomes.

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Learning and professional development	Establish a culture of continuous development and learning within the service.	Assist in the identification of own and other's continuing professional development needs.	Identify own continuing professional development needs and take part in agreed professional development programmes and learning.
	Identify continuing professional development needs of self and of all staff, and plan and co-ordinate delivery of appropriate professional learning and development.	Update skills and knowledge through regular participation in training and professional development.	
	Ensure that arrangements are in place for the support, mentoring and supervision of self and Residential staff.	Provide support, mentoring and supervision of Therapeutic Care Workers.	Attend professional supervision as required.
	Ensure that arrangements are in place for the support, mentoring and supervision of students and work placements.	Mentor and supervise students and people on work placements.	Support students and people on work placements.
	Identify good practice examples to inform continuous development of staff.	Be prepared to try out new ideas and approaches in order to develop own practice.	Be prepared to try out new ideas and approaches in order to develop own practice.
Identify and promote examples of good practice.			

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## Roles and Responsibilities Framework Continued

### Organisational factors (continued)

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Leadership and Management	Demonstrate effective leadership and management in ensuring a high quality service for each child and family.	Understand own and other's responsibilities in delivering high quality services for each child and family.	Understand own and other's responsibilities in delivering high quality services for each child & family.
	Ensure all TCE staff know how to practice the vision, mission, values and theoretical approach underpinning the service in their work	Make the vision, mission, values and theoretical approach real in the daily life of the therapeutic care and education service	Make the vision, mission, values and theoretical approach real in daily practice
	Develop and maintain effective management and communication systems to ensure that each staff member is clear about their roles and responsibilities within the service.	Maintain effective management and communication systems to ensure staff on shift are clear about roles and responsibilities. Support staff to deliver high quality services and work as a team.	Support and contribute to the team delivery of high quality services
	Establish systems to ensure the continuous quality improvement and effectiveness of the service.	Contribute to the development and delivery of plans to improve the quality and effectiveness of the service.	Support the delivery of quality improvement plans.
	Support the whole staff team in ongoing self evaluation.	Evaluate effectiveness of own performance and that of others.	Evaluate effectiveness of own performance and contribute to the evaluation of others in the team.

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## Roles and Responsibilities Framework Continued

### Organisational factors (continued)

Core Responsibility	Therapeutic Care Team Leader	Village Team Leader	Therapeutic Care Worker
Developing closer collaboration and integration with other children’s services to improve outcomes for children and families.	Ensure that staff understand how their service fits into the wider context of Stand Children’s Services and other child and family services.  Be pro-active in developing closer links and collaboration with other services in order to strengthen support for children and families and to improve co-ordination across services.	Collaborate with other services to improve outcomes for children and families.  Be proactive and take corrective action when we/other providers/schools fail in their commitments	Be proactive and take corrective action when we fail in our commitments
Business management	Support the regional manager to administer the service effectively, within budget and provide value for money.	Contribute to administration and budgeting of the service as appropriate.	Support the administration and budgeting of the service as appropriate.
	Proactively contribute to the evaluation of the service and its outcomes.	Be involved in evaluation of service effectiveness.	
	Share examples of good practice with others.		
Risk management	Ensure all staff are aware of the risk management systems and tools, and their responsibility to implement these.	Provide ongoing coaching and support to staff using the risk management systems.	
	Lead and monitor the implementation of risk management systems and tools.		
	Use risk management systems and tools as appropriate.		
Records management	Ensure all staff are aware of the client record management system and practice tools in Penelope, and their responsibility to use these.	Provide ongoing coaching and support to staff using records management systems.	
	Lead and monitor the use of records management systems and tools.		
	Use Penelope client record management system and practice tools as per policy requirements		