

National profiles for Residential Day care

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Version history and amendments

Action	Date	Notes
Deletion of 3 profiles and clarifying amendments made to remaining profile descriptors and profile titles	April 2025	Deleted driver with caring duties, Day centre carer and Residential care team leader profiles
	Nov 2023	Profile suite has been transferred onto new template. No changes to wording, scores or levels.



Profile Suite and Label	Residential Day Care - Care Assistant
Job Statement	1. Provides personal care and assistance to clients in residential/day care settings 2. Participates in individual and group programmes for clients

Factor		Level descriptor and example job information	JE Level	JE Score
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.	3a	21
2.	Knowledge, Training & Experience	Range of work procedures requiring job training Knowledge of a range of procedures and personal care. RQF Level 2 or equivalent experience.	2	36
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	6-15
4.	Planning & Organisational Skills	Organise own day to day work tasks Plans own work, prioritises tasks, participates in individual/group activities	1	6
5.	Physical Skills	Physical skills obtained through practice Uses hoists, slides, commodes and wheelchairs	2	15
6.	Patient/Client Care	Provide personal care to clients Undertakes personal care, assists with bathing, personal appearance, feeding and toileting	3a	15
7.	Policy/Service Development	Follow policy in own role, may be required to comment Follows policy may comment on proposed changes	1	5
8.	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	2abc	12
9.	Human Resources	Demonstrate own duties to new or less experienced employees Demonstrates own job to new starts and agency staff	1	5
10.	Information Resources	Record personally generated information Updates client records	1	4
11.	Research & Development	Undertake surveys or audits, as necessary to own work; May participate in surveys or audits	1	5
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	5-12
13.	Physical Effort	Frequent moderate effort for several short periods/occasional intense effort for several short periods	3c-4c	12-18



		Use of hoists and wheelchairs/maneuvering clients for toileting, bathing		
14.	Mental Effort	Frequent requirement for concentration, predictable work pattern Concentration for carrying out personal care and using equipment, work pattern predictable	2a	7
15.	Emotional Effort	Occasional/ frequent distressing or emotional circumstances Dealing with clients and families, terminally ill / deaths	2a-3a	11-18
16.	Working Conditions	Occasional/ frequent highly unpleasant conditions Exposure to body fluids; foul linen	3b-4b	12-18
JE Score 177- 212			Band 2	



Profile Suite and Label	Residential care - Assistant Carer / Driver with Caring Duties
Job Statement	<ol style="list-style-type: none"> 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 5. May implement programmes of care to clients

Factor	Level descriptor and example job information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information; barriers to understanding Reassures confused/distressed clients, tact and persuasive skills required	3a	21
2. Knowledge, Training & Experience	Base level of theoretical knowledge Training experience to vocational qualification (RQF level 3) or equivalent	3	60
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	6-15
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans routes, order of drop off and/or pick up and plans individual/group activities	2	15
5. Physical Skills	Developed physical skills; advanced driving. PCV driving license required to transport patients, may be required to restrain clients	3a	27
6. Patient/Client Care	Implements care plans Implements care plan activities, mobilises residents	4a	22
7. Policy/Service Development	Follow policies in own role, may be required to comment. Follows service policies and protocols	1	5
8. Financial & Physical Resources	Handle cash, valuables; safe use of expensive equipment Handles clients' valuables; responsible for vehicle and equipment	2ae	12
9. Human Resources	Demonstrate own activities to new or less experienced employees May demonstrate duties to new staff	1	5
10. Information Resources	Record personally generated information. Maintains work records	1	4
11. Research & Development	Undertake surveys and audits, as necessary to own work Completes e.g. staff surveys	1	5
12. Freedom to Act	Standard operating procedures, someone available for reference Works on own initiative, supervisor available	2	12
13. Physical Effort	Frequent moderate effort for several long periods Pushes wheelchairs, lifting boxes/dressing, toileting, feeding	4a	18
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration when driving and dealing with clients and predictability may vary due to nature of clients	3a	12



15.	Emotional Effort	Frequent distressing or emotional circumstances Deals with challenging behaviours and family members	3a	18
16.	Working Conditions	Frequently highly unpleasant working conditions Dirt from cleaning vehicles; verbal aggression/body fluids	4ab	18
JE Score 260 - 269			Band 3	



Profile Suite and Label	Residential Day Care - Carer
Job Statement	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		Level descriptor and example job information	JE Level	JE Score
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	3a	21
2.	Knowledge, Training & Experience	Range of tasks within routine work procedures Knowledge of personal care/support procedures acquired through experience to RQF Level 3 equivalent	3	60
3.	Analytical & Judgemental Skills	Judgements involving facts or situations, requiring analysis Observes clients' condition and reports changes to supervisor	2	15
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	6-15
5.	Physical Skills	Physical skills obtained through practice/developed physical skills Uses hoists, other mobility equipment and commodes/ may be required to restrain clients	2 – 3a	15-27
6.	Patient/Client Care	Implements care Delivers care plan activities, mobilises residents	4a	22
7.	Policy/Service Development	Follow policies in own role, may be required to comment Follows service policies and protocols	1	5
8.	Financial & Physical Resources	Handle cash, valuables Handles resident's money and/or valuables	2	12
9.	Human Resources	Demonstrate own activities to new or less experienced employees May demonstrate duties to new staff	1	5
10.	Information Resources	Records personally generated information Updates client records	1	4
11.	Research & Development	Undertake surveys and audits, as necessary to own work Completes e.g. staff surveys	1	5
12.	Freedom to Act	Standard operating procedures, someone available for reference Works on own initiative, supervisor available	2	12
13.	Physical Effort	Frequent moderate effort for short/ long periods Moving residents when dressing, toileting, feeding	3c-4b	12-18
14.	Mental Effort	Frequent concentration, work pattern is predictable/unpredictable Concentration required when dealing with clients. Depending on client base, work may be unpredictable	2a-3a	7-12



15.	Emotional Effort	Frequent distressing or emotional circumstances Deals with challenging behaviours and family members	3a	18
16.	Working Conditions	Some exposure to hazards; frequent highly unpleasant conditions Physical/verbal aggression; body fluids, foul linen	4ab	18
JE Score 237- 269			Band 3	



Profile Suite and Label	Residential Day Care - Social Work Assistant Practitioner
Job Statement	1. Cares for young people in a residential setting 2. Implements care/action plans to meet clients' individual needs

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive complex/sensitive information, barriers to understanding, in a hostile and highly emotive atmosphere. Communicates sensitive information to young people with challenging behaviours	5c	45
2.	Knowledge, Training & Experience	Understanding of a range of procedures requiring intermediate level knowledge Knowledge of social, physical, emotional needs of client group and relevant legislation, acquired through training, experience to diploma level or equivalent	4	88
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	27
4.	Planning & Organisational Skills	Plan and organise straightforward tasks, activities, some ongoing Plans own time and time of young people e.g. activities	2	15
5.	Physical Skills	Developed physical skills manipulation of people Formal training in restraint, physical aspects of therapeutic crisis intervention	3a	27
6.	Patient/Client Care	Implements programmes of care Daily assessment and recording of needs within overall care plan; provides lifestyle advice to young person	4ac	22
7.	Policy/Service Development	Follow policies in own role, may be required to comment. Follows service policies and protocols	1	5
8.	Financial & Physical Resources	Handle cash, valuables Handles client money and other valuables	2a	12
9.	Human Resources	Demonstrate own activities/ day to-day supervision May demonstrate own duties/supervises support staff	1-2a	5-12
10.	Information Resources	Records personally generated information Updates client records	1	4
11.	Research & Development	Undertake surveys and audits, as necessary to own work Completes e.g. staff surveys	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works independently, formal supervision monthly	3	21
13.	Physical Effort	Frequent moderate physical effort for short periods Controlled restraint of clients, activity based work with young people	3c	12
14.	Mental Effort	Frequent concentration, work pattern unpredictable Requirement for concentration when dealing with clients, interruptions to deal with emergency situations	3a	12



15.	Emotional Effort	Frequent distressing/highly distressing emotional circumstances Deals with challenging behaviours and family members/dealing with highly emotional issues e.g. child abuse safeguarding issues, severely challenging behaviour	3a-4b	18-25
16.	Working Conditions	Frequent unpleasant conditions/some exposure to hazards Verbal/physical aggression.	3a-4a	12-18
JE Score 330-350			Band 5	



Profile Suite and Label	Residential Day care - Day Centre Carer (Higher Level/Team Leader)
Job Statement	1. Plans, develops and implements programmes of care 2. Supervises/manages staff 3. May assist with the management of the facility

Factor		Level descriptor and example job information	JE Level	JE Score
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	4a	32
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	88
3.	Analytical & Judgemental Skills	Range of facts or situations requiring analysis Assessment of client's conditions, requirements	3	27
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	27
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	2-3a	15-27
6.	Patient/Client Care	Develop programmes of care/care packages Responsibility for assessing and delivering care plans.	5a	30
7.	Policy/Service Development	Implement policies and propose changes to practices, procedures, own area Proposes changes to the delivery of care within the facility	2	12
8.	Financial & Physical Resources	Handle cash, valuables; maintains stock control Authorises small cash payments to clients; orders stores	2ac	12
9.	Human Resources	Day-to-day supervision/management Allocating daily duties, arranging cover, sitting on interview panels/manages junior and support staff	2a-3a	12-21
10.	Information Resources	Record personally generated information Updates clients' records	1	4
11.	Research & Development	Undertakes surveys or audits, as necessary to own work Carries out audits	1	5
12.	Freedom to Act	Clearly defined occupational policies. Work is managed rather than supervised Works independently within codes of practice and guidelines	3	21
13.	Physical Effort	Frequent moderate effort for short periods Moves clients in wheelchairs. Restraint of clients/toileting	3c	12



14.	Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration required when dealing with challenging clients/ interruptions to deal with incidents	2a-3a	7-12
15.	Emotional Effort	Frequent distressing/emotional situations Deals with clients with aggressive or challenging behaviour	3a	18
16.	Working Conditions	Occasional highly unpleasant conditions/Some exposure to hazards; frequent highly unpleasant working conditions Bodily fluids; physical aggression	3b-4ab	12-18
JE Score 334-366			Band 5	



Profile Suite and Label	Residential Day Care - Social Worker (Residential)
Job Statement	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		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive complex/sensitive information, barriers to understanding, in a hostile and highly emotive atmosphere Communicates sensitive information to young people with challenging behaviours	5c	45
2.	Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge gained through Diploma in Social Work plus consolidation through period of indentured practice, or equivalent	6	156
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	42
4.	Planning & Organisational Skills	Plan, organise straightforward tasks/plan, organise complex activities or programmes requiring adjustments Planning day-to-day activities/organising activity programmes for clients	2-3	15-27
5.	Physical Skills	Developed physical skills manipulation of people, objects Formal training in restraint, physical aspects of therapeutic crisis intervention	3a	27
6.	Patient/Client Care	Develop programmes of care Develops care, action plans for clients	5a	30
7.	Policy/Service Development	Follow policies in own role/proposes changes to practices, procedures in own area Follows policy in own work area/proposes changes to the delivery of care within the facility	1 - 2	5 - 12
8.	Financial & Physical Resources	Handle cash, valuables Handles client money and other valuables.	2a	12
9.	Human Resources	Day-to-day supervision and co-ordination of staff Supervises staff in social care and undertakes clinical supervision	2a	12
10.	Information Resources	Record personally generated information Maintains client records and writes reports	1	4
11.	Research & Development	Undertake surveys, audits within own area of work Undertakes care audits, surveys as necessary	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works independently; formal supervision monthly	3	21
13.	Physical Effort	Occasional/ frequent requirement for moderate physical effort for short periods Controlled restraint of clients, activity based work with children	2d -3c	7-12



14.	Mental Effort	Frequent requirement for concentration, work pattern unpredictable Requirement for concentration when dealing with clients, interruptions to deal with emergency situations	3a	12
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	3ab-4b	18 - 25
16.	Working Conditions	Occasional highly unpleasant conditions/Some exposure to hazards; frequent highly unpleasant working conditions Bodily fluids; physical aggression	3a-4a	12-18
JE Score 423-460			Band 6	



Profile Suite and Label	Residential Day care - Day Centre Deputy
Job Statement	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		Level descriptor and example job information	JE Level	JE Score
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, organisational issues	4a	32
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 postgraduate diploma level	6	156
3.	Analytical & Judgemental Skills	Range of facts or situations requiring analysis Client related decisions, staffing, assessing risk, referring to other professionals	3	27
4.	Planning & Organisational Skills	Plan and organise complex activities or programmes requiring formulation, adjustment Co-ordinates activities of multi-disciplinary team	3	27
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	2-3a	15-27
6.	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	5a	30
7.	Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Responsible for policy development and implementation	2	12
8.	Financial & Physical Resources	Authorised signatory; delegated budget/budget holder for department/service Authorises overtime, travel expenses, monitors delegated centre budget/holds delegated centre budget	3ad-4a	21-32
9.	Human Resources	Line manager for single function or department Management of team	4a	32
10.	Information Resources	Record personally generated information Updates client/staff reports	1	4
11.	Research & Development	Undertakes surveys or audits as necessary to own work Carries out audits	1	5
12.	Freedom to Act	Broad Occupational Policies Accountable for own professional action, manages team	4	32
13.	Physical Effort	Occasional moderate effort for several short periods Assisting with moving clients. Use of hoist, occasional restraint of clients	2d	7



14.	Mental Effort	Frequent concentration, work pattern unpredictable Daily concentration on patient-related activities, unpredictable client demands	3a	12
15.	Emotional Effort	Occasional/frequent distressing or emotional circumstances Imparting unwelcome news to clients/families/staff. Dealing with complex family situations	2-3a	11-18
16.	Working Conditions	Occasional/frequent unpleasant working conditions/occasional highly unpleasant Verbal aggression/body fluids	2a-3ab	7-12
JE Score 430 – 465			Band 6	



Profile Suite and Label	Residential Manager / Day Centre Manager
Job Statement	5. Responsible for ensuring day care services meet assessed need 6. Co-ordinates the planning and implementation of care 7. Manages the staff team and support services facilities 8. Monitors or holds a delegated budget

Factor	Level descriptor and example job information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive highly complex, highly sensitive information, barriers to understanding, persuasive, motivational, training skills are required Communicates with staff, clients, relatives about client welfare, organisational issues/vulnerable adults/safeguarding issues	5a	45
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 postgraduate diploma level	6	156
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of range of options Client related decisions, staffing, assessing risk, referring to other professionals and assesses complex patient conditions	4	42
4. Planning & Organisational Skills	Plan and organise complex activities or programmes requiring formulation, adjustment Co-ordinates activities of multi-disciplinary team	3	27
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	2-3a	15-27
6. Patient/Client Care	Accountable for the direct delivery of a service Accountable for the direct delivery of a social care centre	6	39
7. Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Responsible for policy development and implementation	2	12
8. Financial & Physical Resources	Authorised signatory; delegated budget/budget holder for department/service Authorised Authorises overtime, travel expenses, monitors delegated centre budget/; holds delegated /centre budget	3ad-4a	21-32
9. Human Resources	Line manager for single function or department Management of team	4a	32
10. Information Resources	Record personally generated information Updates client/staff reports	1	4
11. Research & Development	Undertakes surveys or audits as necessary to own work Carries out audits	1	5
12. Freedom to Act	Broad Occupational Policies Accountable for own professional action, manages team	4	32
13. Physical Effort	Occasional moderate effort for several short periods Assisting with moving clients. Use of hoist, occasional restraint of clients	2d	7
14. Mental Effort	Frequent concentration, work pattern unpredictable Daily concentration on patient-related activities, unpredictable client demands	3a	12



15.	Emotional Effort	Occasional/frequent distressing or emotional circumstances Imparting unwelcome news to clients/families/staff. Dealing with complex family situations	2-3a	11-18
16.	Working Conditions	Occasional/frequent unpleasant working conditions/occasional highly unpleasant Verbal aggression/body fluids	2a-3ab	7-12
JE Score 467 – 502			Band 7	