

Role Title: **y A n**

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Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey information which needs careful explanation or

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Occasionally deal with internal or external contacts where the service is usually initiated by the role holder, working within the Institution's overall procedures of policies and/or understand and

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Carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

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Work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

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Understand how the work environment could impact on their own work or that of colleagues; take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

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Occasionally required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; and initiate appropriate action by involving relevant people.

Occasionally required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the institution recognise when an individual should be referred elsewhere for professional help; and respect confidentiality.

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