



SPECIALIST ASSESSMENT TEAM Career Progression Framework Guide

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What should the Career Framework be used for?

- Reflecting on opportunities and career pathways within your own job profession
- Considering career and progression options across other professions, or the wider organisation
- Understanding behaviours linked to a successful career within the Specialist Assessment Team
- Thinking about transferable skills and personal strengths
- Identifying your skills and experience gaps in reference to career progression
- Building a personal development plan
- Preparing for development or career conversations
- Learning more about the Specialist Assessment Team colleagues and how they have successfully navigated their careers

SPECIALIST ASSESSMENT TEAM Career Progression Framework

The Specialist Assessment Team Career Progression framework is designed to help staff have better career conversations, plan meaningful development, and to experience fulfilling careers. This supports our long-term strategy, Employee Value Proposition and Medway Council's commitment to valuing staff. These frameworks will also help support any recruitment and retention issues as well as support managers with succession planning.

Having career progression frameworks will mean there will be one place where individuals can gain an understanding of the skills and experience needed in each role. There may be opportunities to be supported with gaining a qualification that may be needed for promotional development, this should be discussed within the Performance Appraisal and Career Conversation process with your manager.

For some individuals thinking about their career in a professional context will be familiar and for others it will be a shift. Integrating those frameworks into the employee experience at the right points offers a real opportunity for all individuals to actively map out their own career progression journey, as they understand how to gain skills, experience and identify the right learning for themselves in a structured way and at the right time.

For information on Career Frameworks and pathways in other areas within Medway Council, please search for 'Career Frameworks' on the Council's Intranet site, MedSpace.

The Framework provides the following information within each job profession:

- Core Knowledge, skills and experience at professional levels within job professions
- Transferable skills and competencies associated with each professional level
- Development activities that may support vertical and lateral career progression

The Specialist Assessment Team Career Progression Framework should not be considered as an exhaustive resource, or as a guarantee of progression along any defined career pathway, but rather as a tool to support you to consider, discuss and plan your career and development at Medway Council.

What is the Specialist Assessment Team Career Progression Framework?

The framework is a development tool designed to support your thinking about career progression and development with the Specialist Assessment Team. It provides clarity and detail about the different job roles in these areas, signposts potential opportunities to seek out for personal and professional development and highlights transferable skills against each role.

Career progression frameworks are a key element of supporting individuals to grow and develop their career within a profession, which in turn support creating career pathways across Medway Council.

Job Profession: Specialist Assessment Team

The purpose of the Specialist Assessment Team is to undertake robust in-house assessments of parents whose children are currently the subject of Pre-proceedings (PLO) or for those whom the local authority has already begun proceedings. The team specialise in assessing parents with additional needs, and during the assessment process will offer suitable interventions with a view of determining whether the parent has sufficient ability to make and sustain positive changes within their child's timeframes to safely parent their children now, and in the future.

The team consists of a Team Manager who has managerial oversight for the whole team. There are four Senior Social Workers who undertake the assessments, two specialist workers who offer targeted support to parents struggling with their mental health or those who have experienced domestic violence and three Family Support Workers who offer support and interventions to parents undergoing the assessment.

The Family Partnership Coordinator sits alongside this team and offers support to parents undergoing assessments who are either at risk of or have already experienced the removal of their children from their care.

How might you use the Career Framework?

The Specialist Assessment Team Career Progression Framework aims to support your career. It provides clear and consistent information to help you to develop, and to plan your progress.

development needs, or preparation for the next stage in your career.

For Individuals:

Depending on where you are in your career journey, the Framework could be used to inform conversations with your line manager by providing a foundation for discussions about your ongoing training and

You will be able to use the available frameworks to identify the skills and experience you need at any point in time for any given professional role. You will clearly be able to see how you can progress within

each Role as well as how to progress through the career framework.

The frameworks will support you to plan and manage your own career, helping you plan your learning journey to support your career aspirations.

The frameworks will help you take control of and steer your development conversations more effectively, so they reflect your professional priorities and needs.

An understanding of the professional technical and experience needed for a role will also support you if you want to look for a move, as the professional requirements are reflected in recruitment.

For Managers:


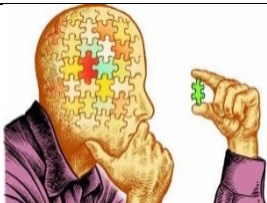


The frameworks will help you structure conversations with individuals in your team,

providing a narrative for you to use in development conversations.

The frameworks provide a way to build a joint understanding with individuals in your Specialist Assessment Team, or set the professional expectations, especially where you may be in a different profession.

Using frameworks and Job Descriptions to inform discussions on recruitment can help you ensure you get the right person in post, with the right skills needed.

Are you a browser, a thinker, a mover or a supporter?

How can you use the Career Progression Framework?			
			
Browsers	Thinkers	Movers	Supporters
<p>Are you reflecting broadly on a career with Medway Council?</p> <p>If so, use the framework to look at the kinds of experiences and development you might need to join different job professions at different ranges.</p> <p>You may also be interested in transferable skills to see what pathway best suits you.</p>	<p>Are you thinking about your longer-term career and may be deliberating between a few directions?</p> <p>If so, you can use the framework to understand how to gain the kind of experience you need to progress your longer-term ambitions.</p> <p>You can gain insight into the kinds of development you might consider actioning.</p>	<p>Are you ready to progress, you know exactly where you want to go?</p> <p>If so, you can use this framework to gain information for your next move. You can locate the professional job role and level you are interested in and find relevant information on job titles, experience, skills, and development.</p>	<p>Are you a manager, a coach, a mentor or a supportive friend?</p> <p>If so, you can use the framework to recruit, inspire and develop staff through meaningful conversations, even if you are not a subject matter expert in the professional field.</p>

How the Framework is organised

This framework is organised in the following way:

Job profession

A job profession represents a group of jobs that have similar professional characteristics. Although the level of responsibility will differ, the essential nature of activities carried out is consistent across the profession and there is a reasonable expectation that people would progress within the profession between levels.

This framework covers the following roles:

- Specialist Mental Health Practitioner
- Domestic Violence Worker
- Family Partnership Coordinator

A single job profession tends to represent an area of specialist expertise, described at different role levels.

Some job roles may combine more than one job profession, meaning that the post holder has expertise in more than one specialism. In these circumstances, consider how your role is reflected in one or a combination of professions, and how you would like to build your career going forward. Consider where you would like to focus your energies in building experience in your area of interest and potentially increasing your specialisation within a certain profession. Use the information in the framework relating to development and transferable skills and competencies to support your thinking.

Personal and Professional Development

The Career Progression Framework highlights different ways in which staff can actively develop their personal and professional skills.

This may include:

On the job learning (learning by doing)

Learning from others (through observing and interacting with other people or groups)

Formal learning (classroom based)

There are other ways in which staff can actively develop their personal and professional skills, such as:

Stepping Up (covering an employee's annual or sick leave to gain relevant experience and development (unpaid))

Acting Up (covering the duties of a higher-graded post on a longer-term basis (paid))

Secondments (a temporary transfer of an employee to another section or department. Usually within Medway Council but can also be an external organisation)

The Career progression framework points to relevant learning and development suggestions to reach the level at which they are displayed. For example, information displayed at a Level C refers to the development required to reach an Accomplished level within that job role.

In some cases development options should not be considered as essential, but as useful suggestions to build, encourage and support staff to build expertise, confidence and experience to enable their next chosen move.

Transferable Skills

Transferable skills support a flexible approach to career planning through highlighting abilities, attributes and behaviours that underpin effective performance. They can give a preliminary basis for identifying where transferable skills could be helpful to job mobility and provide a starting point for understanding strengths. These skills can be developed and refined through working experience or learning interventions as part of any personal and professional Development.

Evidence required to progress through the Framework: Family Group Conference Team

For career progression applications a portfolio of evidence is required to demonstrate skill and competency at that level. If an individual piece of work does not meet all required criteria, please ensure an additional example is provided to cover that evidence.

Mental Health Practitioner Range 3		
EVIDENCE FOR LEVEL A	EVIDENCE FOR PROGRESSION TO LEVEL B	EVIDENCE FOR PROGRESSION TO LEVEL C
<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • GCSE's Grade 5 and above including English and Maths or equivalent qualification. • A recognised qualification in the field of mental health • Willingness to work towards NVQ3 or equivalent in childcare, Health, Social Care or relevant field. • GCSE certificates presented during recruitment 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • NVQ3 in childcare, Health, Social Care or relevant field. • Child Protection Level 2 or working towards 	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> • NVQ4 in Working with families with multiple and complex needs or willingness to work towards
<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Recruitment application should indicate relevant knowledge from previous work or education • Interview questions to specifically demonstrate awareness of the role and purpose of intervention plans which support the safeguarding of children and young people. 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Minimum of 5 completed Intervention plans, to demonstrate understanding of the plans, purpose of the meetings and application of Signs of Safety. These examples should also demonstrate understanding of legislation, policy and practice, national and Medway standards. • Completed MOSAIC training 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Minimum of 5 completed intervention plans that include: evaluating risk to children affected by parental mental health and assessment of measures to reduce that risk, supported with reflection and manager feedback <i>and</i> documented contribution to safeguarding decisions being made • Employee able to confidently assess and develop intervention plans for adults and young people to reduce the impact of ill mental health on parental capacity with a view of improving parental wellbeing and capacity to provide safe care to children. • Act as the conduit between parents or young people and Community Mental Health Services.

		<ul style="list-style-type: none"> Help parents who refuse or face barriers to engaging with the intervention to overcome barriers, contemplate change, and increase motivation and engagement with services. <p>Liaise with stakeholders in a way that promotes the vision and values of the Council.</p>
<p><u>Experience:</u></p> <ul style="list-style-type: none"> Recruitment application should reflect use of IT programmes to support in role activity Interview questions to reflect experience of assessing and supporting parents whose parenting capacity has been negatively impacted by instabilities in their mental health Employment references should support this experience 	<p><u>Experience:</u></p> <p><i>A minimum of 18 months at level A for career progression applications, evidenced through personnel records.</i></p> <ul style="list-style-type: none"> A minimum of 5 case examples of intervention plans should be submitted that demonstrate experience of the following and include feedback and personal reflection: <ul style="list-style-type: none"> - Working with disadvantaged or vulnerable parents for whom unstable mental health is a concern. -Arranging or attending multi-agency safeguarding meetings, - Recording minutes of case meetings which increase safety around children whose parents experience instabilities in their mental health. Experience of providing 1:1 direct or group work sessions to parents who are experiencing instabilities in relation to their mental health with a view of increasing safety. Please provide a minimum of 5 examples to evidence your ability to build relationships with parents, practitioners and partner agencies, this may include examples of case notes following initial telephone calls or home visits with families, minutes from your professional discussions with practitioners and other partner agencies. Evidence of consistently using screening tools to assess levels of parental mental health, motivation and capacity to change within the children's timescales. Evidence of engaging in 5 case mapping discussions where there is evidence of adequate preparation, consideration of need and risk to support purposeful intervention planning. 	<p><u>Experience:</u></p> <p><i>A minimum of 18 months at level B for career progression applications, evidenced through personnel records.</i></p> <ul style="list-style-type: none"> Provide 5 examples of completed written reports, with feedback from a manager A minimum of 5 safety plans should be submitted that demonstrate: <ul style="list-style-type: none"> - how you engaged reluctant parents, to include feedback and reflection of outcomes - meeting plans with SMART outcomes and reflection on how you supported the family to develop - confident risk assessments - application of Signs of Safety in practice Provide a variety of meeting minutes that evidence knowledge sharing to include reflection on how learning and best practice from the meeting has been applied

	<ul style="list-style-type: none"> • Evidence of being able to write 'To the Child', keeping the child in mind during case recordings following interventions undertaken. • Provide partnership meeting minutes demonstrating input, learning and reflection and documented discussion on how learnings have been applied to practice 	
Skills: <ul style="list-style-type: none"> • Recruitment application will demonstrate Microsoft systems use and workload skills • Interview questions will demonstrate communication skills, workload management and independent working 	Skills: <ul style="list-style-type: none"> • A minimum of 3 high quality safety plans submitted that demonstrate collaborative working with partner agencies. • 3 case note recordings to a high standard which demonstrates your ability to capture and maintain accurate records of work-this should include recordings written 'To the child'. • Able to coordinate meetings with key professionals working with the family • Ability to provide robust analytical reports which support social work evidence during care proceedings • Able to communicate effectively to different stakeholders: to include (but not exhaustive) families, partner agencies, internal colleagues Examples should demonstrate appropriate language, accurate spelling and grammar, appropriate style chosen and clear and understandable content. • The ability to demonstrate flexibility and working well under pressure will be assessed and documented during supervision/performance appraisal with manager. 	Skills: <ul style="list-style-type: none"> • Minimum of 5 examples that demonstrate: <ul style="list-style-type: none"> - proactive work to engage reluctant parents who misuse substances which is thought to present a safeguarding concern for their children. • Demonstrating resilience in challenging or difficult situations which supports the parents to engage with therapeutic support services such as Talking Therapies, MIND, the Community Mental Health Team or other Specialist Mental Health service • Provide a variety of examples (5+) of good communication and networking – where instructions and information has been understood by the receiver and a variety of methods and styles is demonstrated • 3 separate occasions of delivering consultation to other practitioners, coaching or training to another person, to be observed and documented by manager and include feedback
Domestic Violence Worker Range 3		
EVIDENCE FOR LEVEL A	EVIDENCE FOR PROGRESSION TO LEVEL B	EVIDENCE FOR PROGRESSION TO LEVEL C
Qualifications: <ul style="list-style-type: none"> • GCSEs in English and Maths at Grade 5 or equivalent • IDVA or relevant qualification 	Qualifications: <ul style="list-style-type: none"> • Evidence of NVQ3 in childcare, health, social care or equivalent or • Child Protection Level 2 	Qualifications: <ul style="list-style-type: none"> • Evidence of working towards NVQ 4 in Working with families with multiple and complex needs

<ul style="list-style-type: none"> Working towards Child Protection Level 2 GCSE certificates presented during recruitment 		
<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Recruitment application should indicate relevant knowledge from previous work or education Interview questions to specifically demonstrate awareness of the role and early help prevention and safeguarding procedures 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Minimum of 5 completed case examples that demonstrate: <ul style="list-style-type: none"> - understanding of legislation related to Child Protection policies - application of nationally agreed standards of practice - use of Signs of Safety These examples should also demonstrate understanding of safeguarding legislation, policy and practice, national and Medway standards. Completed MOSAIC training 	<p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Able to support the service through offering case consultations and in discussions with the line manager specialist knowledge and detailed understanding of policy and theory relating to domestic abuse, mental health conditions, trauma informed care and other relevant intersecting areas. Able to evidence through at least 5 case recordings a high level of understanding of the impact of trauma informed care and the impact of adverse childhood experiences on a child's life chances.
<p><u>Experience:</u></p> <ul style="list-style-type: none"> Recruitment application should reflect use of IT programmes to support in role activity Interview questions to reflect experience of working with parents who have experienced domestic violence. To also address any experience using Signs of Safety model to consider areas of safety and strength and areas of risk Employment references that support this experience 	<p><u>Experience:</u></p> <p><i>A minimum of 18 months at level A for career progression applications, evidenced through personnel records.</i></p> <ul style="list-style-type: none"> A minimum of 5 case examples should be submitted that demonstrates the following and includes feedback and reflection: <ul style="list-style-type: none"> - working with parents who have experienced domestic violence. A minimum of 5 examples of DASH risk assessments being completed to a high standard which evidence levels of risk to parent and their child. <ul style="list-style-type: none"> - Attend and contribute to multi-agency meetings, where you represent the service in offering guidance in relation to working with families affected by domestic abuse- recorded minutes of case meetings with frontline practitioners Evidence of supporting parents to develop safety plans which reduce the impact of domestic abuse 	<p><u>Experience:</u></p> <p><i>A minimum of 18 months at level B for career progression applications, evidenced through personnel records.</i></p> <ul style="list-style-type: none"> A minimum of 5 case examples should be submitted that demonstrates the following and should include feedback and reflection of outcomes: <ul style="list-style-type: none"> - supporting parents to increase safety through the development of safety plans. - Contributing to safeguarding reports such as court statements which increase safety to vulnerable children and their parents who have experienced domestic abuse. Through your attendance at multi-agency safeguarding meetings, evidence your contribution towards at least 5 safeguarding plans that have facilitated safeguarding decisions being made. Provide a minimum of 5 reflective accounts of providing support to junior

		colleagues in managing complex cases where domestic violence is assessed as part of the identified risks, setting out why the situation was complex, what you did to support your colleague and what the outcome of your intervention was for the family
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<u>Skills:</u> <ul style="list-style-type: none"> Recruitment application will demonstrate Microsoft systems use, workload skills and reflect on communication skills Interview questions will further demonstrate communication skills, workload management, appropriate handling of data and independent working Employment references should support team working and confidentiality 	<u>Skills:</u> <ul style="list-style-type: none"> A minimum of 5 safety plans submitted that demonstrate collaborative working with partner agencies 3 case note recordings to demonstrate your ability to capture and maintain accurate records of work Can provide a variety of effective and appropriate communication to different stakeholders: to include (but not exhaustive) families, partner agencies, internal colleagues Examples should demonstrate appropriate language, accurate spelling and grammar, appropriate style chosen and clear and understandable content. The ability to demonstrate flexibility and working well under pressure will be assessed and documented during supervision/performance appraisal with manager. 	<u>Skills:</u> <p>Demonstratable experience of attending and contributing to discussions at strategy and other professional meetings.</p>
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**Family Partnership Coordinator
Range 5**

EVIDENCE FOR LEVEL A	EVIDENCE FOR PROGRESSION TO LEVEL B	EVIDENCE FOR PROGRESSION TO LEVEL C
<u>Qualifications:</u> <ul style="list-style-type: none"> Evidence of NVQ4 in Working with families with multiple and complex needs or another relevant discipline. GCSE in English and Maths or equivalent (minimum grade 5) 	<u>Qualifications:</u> <p>Having obtained relevant specialist qualifications e.g. Independent Domestic Violence Advocate (IDVA)</p> <ul style="list-style-type: none"> Willingness to work towards ILM3 or equivalent. 	<u>Qualifications:</u> <ul style="list-style-type: none"> Working towards the ILM Level 3 or an equivalent management qualification
<u>Knowledge:</u> <ul style="list-style-type: none"> Recruitment application should indicate relevant 	<u>Knowledge:</u> <ul style="list-style-type: none"> A minimum of 5 examples demonstrating comprehensive 	<u>Knowledge:</u> <ul style="list-style-type: none"> A minimum of 5 examples (case recordings) which

<p>knowledge from previous work or education</p> <ul style="list-style-type: none"> • Interview questions to specifically demonstrate awareness of the role purpose of the Family Partnership • Minimum of 5 case examples that demonstrate: <ul style="list-style-type: none"> - understanding of legislation related to Child Protection policies and procedures - application of nationally agreed standards of practice - Consistent use of Signs of Safety model to support the team in mapping complex cases <p>These examples should also demonstrate understanding of safeguarding legislation, policy and practice, national and Medway standards.</p> <ul style="list-style-type: none"> • Completed MOSAIC training • Completed Signs of Safety training 	<p>knowledge and understanding of a range of issues e.g. child development, abuse and neglect.</p> <ul style="list-style-type: none"> • Excellent knowledge and understanding of Safeguarding policies and procedures. • safeguarding decisions being made where there is increased complexity to address within the family network or community <ul style="list-style-type: none"> - demonstrate a clear and confident understanding of legislation and policy • Evidence through at least 5 case discussion during supervision an awareness of domestic abuse, mental health conditions, trauma informed care and other relevant intersecting areas. • Through case discussion and case recordings, able to demonstrate appropriate knowledge and understanding of equality and diversity principles. 	<p>evidence extensive and demonstrable knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce that risk.</p> <ul style="list-style-type: none"> • Through discussion demonstrate an understanding of relevant inspection frameworks such as Ofsted.
<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Recruitment application should reflect use of IT programmes to support in role activity • Interview questions to reflect experience of working with vulnerable children, young people and their families. To also address any experience of Signs of Safety. • Employment references that support this experience • A minimum of 5 case examples should be submitted that demonstrates the following and includes feedback and reflection: <ul style="list-style-type: none"> - working with disadvantaged or vulnerable families 	<p><u>Experience:</u></p> <p><i>A minimum of 18 months at level A for career progression applications, evidenced through personnel records.</i></p> <ul style="list-style-type: none"> • A minimum of 5 case examples should be submitted that demonstrates the following and should include feedback and reflection of outcomes: <ul style="list-style-type: none"> - engagement with difficult to engage parents whose children have been removed as a result of care proceedings - application of Signs of Safety model as evidenced in at least 5 case recordings. - Contributing to intervention plans that have facilitated safeguarding decisions being made • Evidence through 1:1 discussion with line manager how you have helped at least 5 parents to engage with support services to address their mental health 	<p><u>Experience:</u></p> <p><i>A minimum of 18 months at level B for career progression applications, evidenced through personnel records.</i></p> <ul style="list-style-type: none"> • A minimum of five examples of where you have provided clear guidance to a junior member of staff needing to escalate a case which requires a statutory response, this should include the context, interventions offered and clear rationale for the step-up to statutory services. • A minimum of five examples where you have deputised for the Service Manager or represented the service to a wider audience, this could include presenting on a topic during the monthly service meeting, representing the service at a multi-agency event or other partnership event.

<ul style="list-style-type: none"> • - Attend and contribute to multi-agency meetings such as MARAC, including preparation - recorded minutes of case • meetings with frontline practitioners • Support intervention plans devised by frontline colleagues, where domestic abuse has been a concern. - ability to quickly build relationships with parents, practitioners and partner agencies, this may include examples of case notes following initial telephone calls or home visits with families, minutes from your professional discussions with practitioners and other partner agencies - ability to support families to problem solve using their informal family network, universal services with the application of the Signs of Safety model. 	<p>challenges, substance misuse or those experiencing domestic violence.</p> <ul style="list-style-type: none"> • Demonstrate how you have used Quality Assurance systems and digital case management systems to offer support to parents in a timely manner, and to provide updates to your line manager regarding the throughput of your interventions. • Provide at least 5 examples of high-quality written records documenting the child's journey and written 'To the child', which demonstrate an understanding of their current needs and any identified risks • Provide a minimum of 5 verbal examples in your 1:1 with your line manager where you have deputised for the Team Leader; this could include attending multi-agency meetings, liaising with families or at key stakeholder meetings. • Provide a minimum of 5 reflective accounts of providing support to junior colleagues in managing complex cases, setting out why the situation was complex, what you did to support your colleague and what the outcome of your intervention was. 	
<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Recruitment application will demonstrate Microsoft systems use, workload skills and reflect on communication skills • Interview questions will further demonstrate communication skills, workload management, appropriate handling of data and independent working • Employment references should support team working and confidentiality • A minimum of 3 intervention plans submitted that demonstrate 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Provide examples (minimum of 5) of high-quality written records which evidences your management oversight in the child's journey • Provide a variety of examples of good communication and networking – where instructions and information have been understood by the receiver and a variety of methods and styles is demonstrated • Example of driving a minimum of 5 case examples of intervention plans that demonstrate: <ul style="list-style-type: none"> - The engagement of young people and the reduction of the identified risk at the point of referral - Give 5 examples of where you have supported a junior colleague to develop resilience when 	<p><u>Skills:</u></p> <ul style="list-style-type: none"> • Please provide at least 5 reflective accounts of deputising and supporting the team in the absence of the Team Manager and/ or Service Manager. • Provide at three examples of detailed evaluation reports that you have contributed to which consider the impact and effectiveness of the service to a wide range of audiences.

<p>collaborative working with partner agencies</p> <ul style="list-style-type: none"> • Please provide examples of 5 case mappings, where you have used signs of safety to find solutions and increased safety for children. • • 3 case note recordings to demonstrate your ability to capture and maintain accurate records of work • Can provide a variety of effective and appropriate communication to different stakeholders: to include (but not exhaustive) families, partner agencies, internal colleagues Examples should demonstrate appropriate language, accurate spelling and grammar, appropriate style chosen and clear and understandable content. • The ability to demonstrate flexibility and working well under pressure will be assessed and documented during supervision/performance appraisal with manager. 	<p>managing a challenging or difficult situation with increased complexity</p>	
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Meet the Specialist Assessment Team

