



## Liaison and Diversion Service Career Framework

Level	Liaison and Diversion Service Role
2	<p><b>Volunteer</b></p> <p>People at level 2 require basic factual knowledge of a field of work. They may carry out a range of duties according to established protocols, procedures, or systems of work.</p>
3	<p><b>Peer Support Worker</b> <b>Administrator</b></p> <p>People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2, and will have more responsibility, with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.</p>
4	<p><b>Support Worker</b> <b>Senior Administrator</b></p> <p>People at level 4 require factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the worker makes judgements, plans activities, contributes to service development and demonstrates self-development. They may have responsibility for supervision of some staff.</p>
5	<p><b>Practitioner</b></p> <p>People at level 5 will have a comprehensive knowledge, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge to solve problems creatively, make judgements which require analysis and interpretation, and actively contribute to service and self-development. They may have responsibility for supervision of staff or training.</p>
6	<p><b>Specialist Practitioner</b></p> <p>People at level 6 require a critical understanding of detailed theoretical and practical knowledge, are specialist and/or have management and leadership responsibilities. They demonstrate initiative and are creative in finding solutions to problems. They have some responsibility for team performance and service development and they consistently undertake self-development.</p>
7	<p><b>Operational Manager</b></p> <p>People at level 7 of the career framework have a critical awareness of knowledge issues in the field of work and at the interface between different fields. They are innovative and have responsibility for developing and changing practice and/or services in a complex and unpredictable environment.</p>
8	<p><b>Strategic Manager</b></p> <p>People at level 8 of the career framework require highly specialised knowledge, some of which may be at the forefront of knowledge in a field of work, which they may use as the basis for original thinking and/or research. They are leaders with considerable responsibility for service improvement or development. They may have considerable clinical and/or management responsibilities, be accountable for service delivery or have a leading education or commissioning role.</p>