

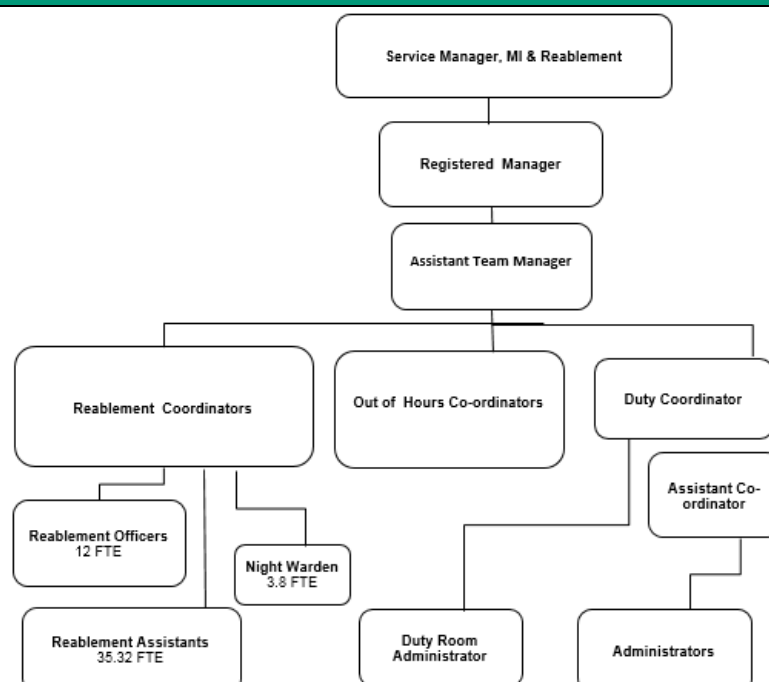
Job Description and Person Specification

Job title:	Reablement Coordinator Out of Hours
Directorate:	Communities
Service:	Adult Social Care
Team:	Reablement
Post number:	03072
Salary grade:	G
Work location:	West Street House and Walnut Close Residential Unit
Reports to:	Registered Manager – Promoting Independence
Supervises:	

Job Purpose

- To manage and organise the provision of high quality domiciliary care services through a team of Reablement Assistants and Reablement Officers.
- To work as a member of a team that will receive incoming referrals from the RAPID NHS off duty team and to collect the appropriate information from the referrer, client and other agencies.
- To act as a single point of access for GPs, District Nurses, WestCall, and the Emergency Duty Team for RAPID NHS referrals.
- To commission Domiciliary care from the in-house team.
- To ensure the service is delivered in line with agreed policies, procedures and meeting eligibility criteria.

Structure Chart



Main Duties and Responsibilities

To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.

To manage, organise and take responsibility for making decisions, whilst acting on behalf of the managers of the Reablement service, for provision of high quality enablement domiciliary care provided through a team of Reablement Assistants and Officers.

To receive referrals through the RAPID NHS off duty team on behalf of the Service, and to signpost on using agreed criteria for access to services.

To ensure all referrals are then communicated to Joint Care Pathway and the Coordinators and the brokerage team.

To liaise with other professional staff, e.g. District Nurses, GP's. off duty teams and managers within Social and Health Care services.

To take responsibility for all emergency situations which arise, including liaising with the police, hospitals, etc. as appropriate to ensure that missing clients are located, injured clients are aided in as short a time span as possible and to ensure clients medication needs are met.

To ensure that the safety of both clients and staff complies with corporate policy.

To record all contacts and enquiries ensuring accurate information is recorded on the Management Information System (Dom Care, Care Director and Out of Hours reports).

To ensure effective communication channels are maintained within the Reablement service, including the office based Duty Team and Reablement Co-ordinators.

To maintain detailed case records on Dom Care in an accurate and timely manner to fulfil departmental procedures.

To provide appropriate advice and information to referrers and to the service.

To ensure all individual service user's concerns are investigated and addressed, and passed in a timely and accurate manner to appropriate person.

To provide cover for annual leave and sickness for the Out of Hours service.

To promote equality of opportunity within the service to ensure that all members of the community are treated fairly.

To ensure that the Regulatory Standards relating to the Reablement Service are met.

To undertake development and policy work in order to move the service forward.

To undertake additional duties as requested by the Registered Manager.

Main Duties and Responsibilities

Other Duties:

- Attend all necessary training
- Work towards all relevant qualifications (such as ILM 2 or equivalent)

Scope (impact on/control of resources, people, money etc)

Budget

No direct budget management responsibilities, but by proper use of resources to ensure that the Domiciliary service is maintained.

Impact

Our Service Users are made up of: elderly frail and disabled (the majority); adults with mental health, learning or physical disabilities and, in selected cases, children.

This position is one of the most responsible in the Reablement Service. All situations must be assessed and decisions made based on the problem in hand and the appropriate actions to take. Life and death situations may occur on a regular basis and appropriate decisions must be made.

The profile of these services is as high as any in the Council. The sensitivity and the complex issues being dealt with in human terms are enormous. The public expectation of high quality services is great.

Accountability

An Out of Hours Reablement Coordinator's line responsibility is to the Assistant Team Manager. There are other teams who will provide support at specific times and for specific reasons (i.e. Reablement Officers, Duty, Admin)

Person Specification

Qualifications	Essential/ Desirable	Internal Use Only
Educated to A level standard or equivalent experience	E	1
Risk assessment trained	E	2
NVQ 2 in Health and Social Care or Management	E	3
NVQ 3 in Health and Social Care or Management	D	1
Certificate in Supervisory Management/ILM Level 2	D	2
Enablement trained	D	3
Experience		
3 years management experience	D	1
Experience of work in a social care setting	E	1
Knowledge and understanding		
Working knowledge of Coldharbour system	D	1
Knowledge and experience in specialist care	D	2
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2

An ability to put forward ideas and make suggestions to improve working processes and conditions	D	1
Ability to risk assess and understand the risk process in lone working	E	3
Ability to respond and cope appropriately in emergency situations and to when to act and when to get advice	E	4
Good negotiation skills and the ability to develop rapport with individuals in a short period of time	E	5
Ability to write factual reports	E	6
Work-related personal qualities		
Ability to communicate at various levels and with various professionals	E	1
A desire to learn new skills and make suggestions to improve work practice	E	2
Other work-related requirements		
Full UK driving licence or equivalent EU and EEU Licence, with daily use of a vehicle. OR The willingness to make suitable alternative travel arrangements to meet the needs of this role, which requires the post holder to travel to West Street House at the beginning of a shift before attending Walnut Close and at the end of the AM shift travelling from Walnut Close to West Street House.	E	1
Available outside shift hours for emergency contact	E	2
Available for the covering of short notice sickness and planned annual leave	E	3
Ability to cover / work the rotational shift pattern, work weekends and Bank Holidays	E	4
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	5
Enhanced DBS check with relevant barred list/s	Yes	-