

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Reablement Support Supervisor	JEID	J0121
Salary Grade:	Grade G		
Team:	Reablement Service		
Service Area:	Social Care & Support		
Primary Location:	County Wide		
Political Restriction	This position is politically restricted.		
Responsible to:	Reablement Team Manager		
Responsible for:	Reablement Assistants		

#### Role Purpose

To operationally manage Warwickshire County Councils Reablement Assistants, to ensure a safe and effective service is offered to the citizens of Warwickshire.

To work in partnership with the Reablement Assessment Team and other professionals to provide an outcome focused service to customers that promotes independence and maximises daily living skills.

To undertake, develop and manage work programmes for Reablement Assistants, with the aim of providing a consistent service to customers that is safe, high in quality and cost effective.

To case manage the Reablement referral through their adult customer journey within Reablement.

To ensure that needs and outcomes identified within the Reablement support plan are met.

To update and review assessments and customer outcomes using the technology provided (Customer Care App) and/or in customer's own homes as required.

## Main Tasks

1. **Screening and triaging** of referrals for the Reablement Service.
- 2 **Scheduling** of all appointments for the assessment team and Reablement Assistants.
3. **Managing** a team of Reablement Assistants & chairing Team Meetings.
4. **Reviewing** of customer information and progression from Care App – review of outcomes of either POC needed or no care.
5. **Audits** - weekly Mars audits, either paper based or in person in the customers home. .
6. **Updating** - Risk Assessments in customers own homes/electronically as and when needed.

## Role Responsibilities

### Main Responsibilities

#### Screening and triage

1. To triage and screen all referrals, making clinical decisions based on the information received, in order to allocate appropriately.

#### Scheduling

2. To effectively manage all allocations of new referrals to the assessment team.
3. To programme the allocation of work to Reablement Assistants based on staff allocated hours and budget, to maximise cost efficiencies.
4. To represent and be responsible for the safe delivery of the Reablement Service.

#### Managing

5. To provide direct line management to Reablement Assistants within the team within a day to day capacity and through regular formal supervisions.
6. To undertake observational supervisions for Reablement Assistants and feedback on performance.
7. To audit Reablement Assistants documentation and feedback on performance.
8. To manage absence and leave according to WCC policies and procedures.
9. To participate in the appraisal, performance and development process, in line with the Directorate expectations.
10. To lead in the induction, training and development of Reablement Assistants and to assist with other team members' induction and development.

#### Reviewing and audits

11. To work closely with the Assessment Team and ensure that the needs and outcomes of the customer are reflected to the level identified.
12. To undertake weekly medication audits for continued safe delivery of the service and assist customer to achieve their outcomes.
13. To use the technology provided to review customers' progress and monitor the need for Reablement visits and/or ongoing care.

#### Assessments

14. Update electronic risk assessments accordingly.
15. Respond to and complete Emergency Fast Response referrals.

#### Generic

16. To work flexibly throughout the county and to participate in the duty roster. This includes evenings, weekends and bank holidays. Utilising the technology provided in order to achieve this.
17. To support the Reablement Team Manager in ensuring that legislative requirements, Directorate and service policy and procedure, effective use of resources are adhered to at all times.
18. To actively assist the Reablement Team Manager in seeking to continually develop service quality and standards.
19. To work in partnership with health colleagues within the Directorate and external home care providers to ensure consistency of support for the customer.
20. Responsibility for safeguarding following Warwickshire County Council's policies and procedures.

### **Core Responsibilities**

- \* To participate in personal development and training.
- \* To represent Warwickshire County Council in a positive and professional way at all times.
- \* To manage the work programmes for Reablement Assistants within the Reablement service.
- \* To work closely with the Assessment team to enhance the customers journey during their time in Reablement.
- \* To ensure that all regulatory requirements and standards are adhered to within the Reablement service.
- \* To attend meetings on behalf of the Reablement Team Manager when required, to represent the Reablement Service.
- \* To attend and participate in regular Team Business Meetings to ensure consistent implementation of Reablement policies and procedures.
- \* To ensure that Health and Safety responsibilities are carried out in accordance with the Directorates Health and Safety policy and procedure.
- \* To communicate in a respectful, sensitive and polite manner at all times.
- \* To maintain confidentiality and professional conduct at all times.
- \* To undertake any additional duties as required by your line manager or Warwickshire County Councils, Adult Social Care Teams.

## **Section B: Person Specification**

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### **Essential Criteria**

Assessed By:

1. Ability to problem solve and manage conflicting priorities within the workplace.	A,I,T
2. Ability to think clearly and evaluate complex issues. Ability to handle a crisis.	I
3. Sound understanding of the operational issues within the Reablement service.	I

4. Sound understanding of promoting independence.	A,I
5. Ability to demonstrate effective team working skills and the ability to make positive contributions to team performance.	A,I
6. Flexible approach to working patterns. To include weekends evenings and bank holiday duty systems.	I
7. Ability to work around the county when required.	I
8. Sound computer skills that can be applied to electronic roster systems.	A, I
9. Understanding of relevant legislation and regulation including the Care Act.	I,T
10. Ability to make best use of resources within budget.	A,I,T
11. Good communication skills, both verbal and written and effective listening skills.	A,I
12. Ability to work in partnership with the Assessment teams and other professionals to ensure a quality and outcome focussed service is delivered to the customer.	A,I
13. Demonstrate the ability to maintain quality and accurate records, including using computerised record systems.	A,I,T
14. To ensure that Health and Safety responsibilities are carried out in accordance with the Directorates health and Safety policy and procedure	I
15. A commitment to anti-discriminatory practice in employment and service provision. All staff must take personal responsibility for implementing the Departments Equality Impact Assessment.	I
16. Responsibility for safeguarding following WCC Policy and Procedures.	A
17. Satisfactory completion of an enhanced Disclosure and Barring Service (DBS) check (this will be undertaken if offered the post)	I
18. Ability to understand and maintain confidentiality of information.	A
19. Has or is working towards gaining QCF Level 3 in Health & Social Care.	A,I
20. Car User	A

Assessed By:

#### Desirable Criteria

2 years experience of supervising a dispersed staff team within a social care setting.	I
Experience of working within a Reablement service.	A,I
Experience of managing resources.	A,I
Knowledge of a rostering system.	I
Knowledge of Mosaic.	I

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input checked="" type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)

<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	