

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: HEALTH & WELLBEING ADULTS

DIVISION: OPERATIONS

JOB TITLE: Senior Reablement Officer

ROLE PROFILE

Job Title:	Senior Reablement Officer
Department:	HEALTH & WELLBEING ADULTS
Division:	Operations
Grade:	8
Hours (per week):	36
Reports to:	Team Manager
Responsible for:	Reablement Officers
Role Purpose and Role Dimensions:	To assist the Community Reablement Manager in ensuring a total quality regulated Reablement service is provided to people referred to the Service for Reablement provision in a community based setting
Commitment to Diversity:	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
Key External Contacts:	Croydon CCG, Croydon University Hospital, SLAM, GP practices, Allied Health professionals including Physio and OT services, Eldon Housing, Care Providers, key 3 rd sector organisations such as Age UK Croydon, CNCA, Older People's Network, carers and families, Police and Ambulance personnel, and other related organisations
Key Internal Contacts:	Colleagues from Adult Social Care and All Age Disability <ul style="list-style-type: none">▪ Centralised Duty Team<ul style="list-style-type: none">▪ Contact Centre▪ Care management Teams - Hospital and Community

- GP Links Service
- Safeguarding Team
- Welfare Benefits Service
 - Care Line Plus
 - Telecare
- Sensory Impairment Team
 - Support Workers
- Occupational Therapists
 - Physiotherapists
 - HR

Financial Dimensions:

To assist with the handling of all financial and monetary transactions. To assist the Team Manager in monitoring the agreed budget keeping control of expenditure, maximising income opportunities wherever possible, and to ensure efficiencies and value for money in all aspects of service provision.

Key Areas for Decision Making: To actively support the Team in undertaking their responsibilities. This will be achieved by:

Allocating and reviewing work to Reablement Officers as directed.

Ensuring matters relating to Health and Safety are reported to the Community Reablement Manager or directly to the appropriate service and that action follows.

Attending meetings both within and outside the office base as directed.

Identifying improvements within the service in terms of service provision and discussing these with the Team Manager.

Working as a trusted assessor, to be able to assess for and prescribe simple solutions including basic equipment to meet the needs of individuals.

Responsible for deciding when to discharge residents from the service and determining the outcome and ongoing support required for that resident. Including reviewing and completing panel forms for LIFE residents .

Other Considerations:

To work in a flexible manner over a 7 day period, working a shift-based rota in which the operating hours are ordinarily from 8am until 8pm. Have a clean driving licence and able to travel independently across the borough.

Ability to undertake out of hours responsibilities as part of a planned rota.

To ensure that the Department's agreed Health and Safety and risk management policy is consistently applied throughout the service. To ensure effective planning, monitoring and evaluation of all care plans.

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

Enhanced DBS and adults barred list

What level of check is required?

Is the post politically restricted

[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Key Elements: Result Areas:

Principal Tasks Care Related

This will involve:

Responsible for managing their caseload independently

Arranging, preparing for and attending client reviews.

Facilitating and implementing agreed personal support plans to achieve Reablement Outcomes.

Maintaining keyworker relationships by maintaining contact with clients when in hospital.

Providing agreed personal care as per agreed Reablement Plan and outcomes

<p>Planning, organising and assisting clients in social, creative and therapeutic activities which enhance and re-able skills of daily living and maintain as much health, wellbeing and independence as possible</p>	<p>Contributing to and facilitating the Reablement assessment process and development/implementation of independence support plans.</p> <p>Making regular, accurate and appropriate entries on Liquid Logic electronic case files</p>
	<p>To plan, organise and assist clients in activities which support agreed Reablement outcomes.</p>

To act as keyworker to clients with complex needs including:

To support individual clients in achieving their agreed Reablement outcomes by working with them and carers in their own home or domiciliary setting , including monitoring and reviewing of Reablement outcomes of signposting them to community universal activities of choice, by advocating on their behalf with partner organisations.

To liaise with Reablement clients' relatives, neighbours and **friends** and with other relevant professionals as required

Work closely with croydon care providers to ensure the delivery of reablement carried out by care providers are consistent and as per care plan

To liaise with, facilitate and provide support to other professionals working with individual clients.

To report all significant occurrences affecting the operation of the Reablement Service to the Community Reablement Manager.

To work alongside volunteers and students on placement, including providing effective support and guidance as may be necessary.

To assist in the induction and training of new staff.

To be actively involved in identifying personal training needs and undertaking training appropriate to the post.

To attend team meetings organised by the Community Reablement Manager.

To participate in 121 and supervision arrangements organised by the Community Reablement Manager.

To observe safety procedures at all time, taking responsibility for personal Health and Safety at Work, including the use of Manual Handling and Risk Assessment techniques (after training) and to have working knowledge of the COSHH regulations.

To work as a trusted assessor, to be able to assess for and prescribe simple solutions including basic equipment to meet the needs of individuals.

This will involve:

Principal Tasks Supervisory Deputising for the Community Reablement Manager according to the needs of the service and rota arrangements.

Actively support the Community Reablement Manager in undertaking their responsibilities. This will be achieved by:

Allocating work to Reablement Service officers, as directed.

Ensuring matters of concern relating to Health and Safety are reported to the Community Reablement Manager or directly to the appropriate service and that action follows.

Attending meetings both within and outside the Reablement Service as directed.

Identifying improvements within the service regarding service provision and discussing these with the Community Reablement Manager.

This will involve:

Principal Tasks Administration

Reablement staff receiving regular 121's, participating in and are evaluated mid-year and annually through the Our Appraisal system, receive management and guidance, including identifying and meeting training and developmental needs as appropriate.

To assist with all the prescribed administration with the Departmental requirements as directed and agreed with the Community Reablement Manager.

To complete Reablement referral assessment and allocation procedures speedily in conjunction with the Community Reablement Manager.

To ensure client notes are kept up to date on Liquid Logic

To assist with maintaining the review system.

To assist with data collection and returns as required by the Community Reablement manager and Service Manager

To assist with zoning routes to make the most efficient use of staff and transport resources.

To assist with the handling of all money transactions.

Other Duties

To carry out other duties relevant to the post as may be determined by the Community Reablement Manager, other Team Managers and Service Manager

Training

This will involve:

To work alongside volunteers, student placements including providing effective support and guidance as may be necessary.

To assist with the induction and training of new staff.

To be actively involved in the Our Appraisal Scheme working to agreed smart Objectives, competencies and the participation in agreed Learning and Development Opportunities

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title: Senior Reablement Officer
Health & Wellbeing Adults.

Essential knowledge: Observation Monitoring and Reporting skills.

Key work skills including advocacy and negotiation skills

Aptitude to absorb information and apply in the workplace, eg Health and Safety issues.

Experience of working with people to achieve agreed outcomes

Able to initiate organise, contribute to contribute and therapeutic activities.

Able to work as a team member.

Able to work under own initiative

Good written and oral communicator

Ability to communicate effectively using a range of communication skills and techniques

Ability to use initiative when working alone and ability to work as part of a team.

Aptitude to absorb information and apply it in the workplace, e.g. Health and Safety, Legislation, policies and procedures.

Ability to plan and organise workload within guidelines from Team Manager/ Senior

An understanding of the role and purpose of Reablement Provision.

An understanding of the role and functions of Primary and Secondary/ Speciality Health and Social Care professionals in the delivery of Reablement to maintain health and wellbeing for individuals

Knowledge of major physical and mental health conditions and their effects on individuals

Understanding of the application of equality in the context of a multicultural community.

An understanding of relevant current legislation and its application in practice

Knowledge of Community Resources networks and ways of joint working

Minimum NVQ3 in Care or equivalent or a willingness to undertake it.

Understanding of the key aspects of safeguarding Adults policy and how to respond.

Essential skills and abilities:

Observation Skills

Some knowledge/understanding of basic First Aid techniques.

Aptitude to absorb information and apply in the workplace, e.g. Health and Safety Risk Assessment, Monitoring and Reviewing skills

Able to organise/develop Reablement interventions to achieve agreed outcomes

Able to work as a team member

Sound organisational skills

Shows initiative and common sense

A good communicator- written and verbal with ability to communicate effectively using a range of communication skills and techniques

Ability to use initiative when working alone and ability to work as part of a team.

Essential experience:

Literate and numerate.

Ability to maintain electronic case notes and write reports on Liquid Logic.

Ability of working with, and key working clients.

Ability of working with carers, family members in own home or residential settings.

Ability of carrying out aspect of supervising staff.

Ability of carrying out own administrative and financial procedures.

Essential car user, hold a clean driving licence, and able to travel across the borough.

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To work in a flexible manner over a 7 day period, working a shift based rota in which the operating hours are ordinarily from 8am until 8pm

Physically fit and able to assist with the transfer of Service users using Manual & handling procedures.

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