

Job Description

Position Details

Position:	Home Care Monitoring Officer
Directorate:	Social Services
Service:	Home Care
Position no:	BG18491 / BG18489
Grade:	7
Hours of work:	28 per week
Work style:	Agile Worker
DBS required:	Enhanced Disclosure
Contact:	Donna Mahoney
Date:	June 2025

Politically Restricted? **Yes*** **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Assistant Team Manager

Responsible for: Ensuring Blaenau Gwent County Borough Council delivers an effective and efficient Independent Living service in line with the Living Independently in Blaenau Gwent in the 21st Century strategy.

Home Care Monitoring Officers are expected to support and motivate staff to deliver a personalised service, in partnership with service users. They are responsible for ensuring the service enables individuals to maximise their independence, achieve their agreed outcomes and meet CSSIW domiciliary care standards.

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To ensure compliance with CSSIW Standards and Regulations.
4. To understand and implement Blaenau Gwent County Borough Council's Policies.
5. To provide information, advice and support to service users and their families, relating to the provision of the Home Care Service
6. In partnership with service users and staff, to oversee and continually monitor service provision, ensuring the principles of independence are achieved.

7. To ensure all risk assessments are carried out in relation to both carer and service users and that the assessment are regularly checked and updated where necessary.
8. To take a multi-disciplinary approach to case management and attend case conferences/joint reviews. To work with Care management staff to identify, deliver and monitor appropriate support plans that reflect individual service users' outcomes.
9. To identify and co-ordinate the involvement of specialist services such as District Nurse; Therapy staff; Continence Advisor; Community Psychiatric Nurse; Housing staff; social worker etc, where appropriate for the service user.
10. To review the effectiveness of support with the service user and staff, in meeting the agreed outcomes, ensuring staff always act in a respectful and compassionate manner.
- 11 To promote and maintain a safe working environment for both staff and service users. Be aware of and implement the Protection of Vulnerable Adults policies and procedures, taking the appropriate action where safeguarding concerns have been identified.
- 12 To monitor and supervise support staff; to undertake annual appraisal and performance coaching with staff, where appropriate.
- 13 To ensure staff successfully completes induction training in line with the Social Care Induction Training and the Code of Conduct adopted by Blaenau Gwent Social Service Department and that appropriate probationary reports are completed.
- 14 To be responsible for effective communication with carers through team meetings; one to one support and group learning opportunities, to ensure effective feedback from staff and continuous improvement of the service.
- 15 To attend mandatory supervision and Performance Reviews with Assistant Team Manager and attend Team Meetings.
- 16 To be competent in using IT skills as a means of communication (emails), record keeping (Care Free, DRAIG;) and report writing.
- 17 To contribute to the Department and service annual Business Plan
- 18 To be aware of budgetary constraints of the service, ensuring effective use of all resources, both human and physical.
- 19 To assist the Assistant Team Manager/Manager of the service, in the investigation of complaints.
- 20 To take a lead role regarding Absence Management with staff, to emphasise the importance of consistent attendance of staff at work to the effectiveness of the service.
- 21 To work with the Duty Planners regarding the allocation of work to Carers.
- 22 To undertake office duty 7 days a week, 7am to 8pm.
- 23 To be prepared to undertake further professional qualifications and learning, as deemed necessary by the Home Care Manager and in line with CSSIW requirements and as part of CPD.
- 24 To undertake any other duties reasonably falling within the remit of the post.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
NVQ/QCF level 3 in Health & Social Care or equivalent and a willingness to work towards level 4	E	A
Management Qualification NVQ level 4	D	A
Registered with Social Care Wales or willingness to register.	E	A
Experience		
Relevant experience working in EMI/Dementia Services	E	A
Demonstrate experience of managing/supervising and coordinating a staff team.	E	A
Good working knowledge of IT systems.	E	A
Experience of working with other agencies, both public and statutory	E	A/I
Understand and respect the principles of confidentiality	E	A/I
Ability to work both alone, using initiative, and as part of a team	E	A/I
Knowledge / Skills		
<ul style="list-style-type: none"> • Understanding of risk management, including manual handling procedures • Knowledge and understanding of CSSIW Standards • Knowledge and understanding of the needs of Service Users, including those with complex needs • Knowledge and understanding of the Promoting Independence Agenda • Ability to communicate verbally and effectively with a broad range of professionals, carers, service users and their families • Ability to work under pressure, being organised and thus making effective use of time • Ability to communicate in written format including producing concise and accurate records and reports • Have a flexible approach to duties • Ability to manage resources effectively • Possess effective IT Skills • Knowledge of how a Home Care Department Operates • Understanding of POVA Knowledge of BGCBC Equal Opportunities Policy	E	A/I/PP
Special Working Conditions / Requirements		
Able to work flexible hours including weekends	E	I
Be able to drive and have a clean driver's licence	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Leading People	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Sets the standard of leadership for the service	PP
Provides clear direction and goals for the service	PP
Takes direct responsibility and is accountable for actions	PP
Ensures the principles of equality and diversity are embedded in the service	PP
Recognises and celebrates others' contributions & achievements	PP
Challenges inappropriate behaviour	PP

Competencies – Communicating the Vision	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Translates the vision into operational objectives	PP
Develops long term objectives and strategies for own service area to achieve the vision	PP
Proactively promotes the vision to others	PP
Ensures others understand how their role contributes to achieving the vision	PP

Competencies – Facilitating High Performance and Results	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is committed to continually improving performance of self and others	PP
Sets ambitious performance targets and priorities for self and others	PP
Gives regular, constructive feedback on team/individual performance	PP
Motivates others to achieve and improve performance	PP
Recognises and celebrates success	PP
Challenges poor performance appropriately	PP
Seeks learning opportunities from results	PP

Competencies – Maximising Potential	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Encourages and develops personal accountability in others	PP
Encourages others to think for themselves	PP
Promotes risk-taking and supports appropriately	PP
Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services	PP
Promotes development in self and others	PP
Supports and trains others in own areas of expertise	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Promotes a culture of open communication	PP
Communicates effectively, using a variety of styles, with a broad range of people	PP
Creates and develops networking opportunities to influence	PP
Actively listens and respects others' points of view	PP
Checks own and others' understanding	PP

Competencies – Making Informed Decisions	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Considers implications of proposed decisions	PP
Ensures decisions link to continually improving performance	PP
Understands problem solving is part of the improvement process	PP
Has the confidence to make ambitious, difficult, or unpopular decisions	PP
Is able to justify and explain decisions	PP

Competencies – Working together	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands partnerships in the context of the "big picture"	PP
Promotes and contributes to multi-agency partnerships to continually improve services for the citizen	PP
Networks effectively internally and externally	PP
Identifies the expertise of others	PP
Proactively shares knowledge and information	PP
Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service	PP

Competencies – Promoting a Citizen Centred Culture	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of contributions from the community to setting and achieving continually improving services	PP
Promotes and develops a continually improving citizen-focused culture within the service	PP
Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.	PP
Engages with the community appropriately and respectfully	PP
Is an ambassador for the organisation and the community it serves	PP

Competencies – Working with Councillors	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Establishes and continually improves positive and appropriate interaction with all Councillors	PP
Provides timely, constructive, high quality professional advice to assist the political decision making process	PP
Abides positively with the protocols relevant to the political relationship	PP
Is confident to refer enquiries to others when appropriate	PP

Competencies – Pushing the Boundaries	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Regularly and constructively challenges the status quo	PP
Proactively thinks how potential change will affect the citizen	PP
Taps into the innovative and creative potential of others	PP
Considers different methods/approaches	PP
Encourages others to suggest new ideas	PP
Supports and develops others' ideas	PP
Looks creatively inside and outside the organisation for new ideas and actively shares good practice	PP

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