

Role Profile

Job family	Care	Role profile number	CA08-2263	Grade H
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Job purpose: Manage allocated work and cases to maintain or improve the wellbeing of clients. To determine care packages/support plans.

Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC, NVQ level 4 or equivalent experience/skills. Working towards relevant professional qualification Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Support parents or carers regarding development issues including complex problems.

	Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Locality Coordinator - Reablement	
Role profile family:	Care	
Role profile number and grade:	CA08-2263	Grade H
Number of posts:	4 FTE	
Service/Team:	Adult Care, Reablement team	
Reports to:	Reablement Team Manager	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

Reablement is a short term, therapist led service aiming to prevent, reduce and delay the need for ongoing services. Reablement supports people to be as independent as possible and includes the provision of information and advice, analysis of needs, provision of equipment and adaptations and targeted assistance from a team of support workers. The reablement team seek to support people to make use of community and personal assets to achieve their goals.

Since March 2020, the service has been involved in the facilitation of hospital discharges for those customers residing in Wiltshire. The Wiltshire Locality Hub acts as the focal point for the discharge co-ordination. The service runs over seven days, and the post holder will work as part of the weekend cover.

The overall responsibilities of the reablement team are:

- To facilitate safe hospital discharges from the acute hospitals and D2A bed base.

- To connect customers with local resources and facilities.
- To operate within legal frameworks and defined budgets for social care.
- To work closely with colleagues from health, private providers, the voluntary sector and others, to support the occupational needs of customers.
- Undertake regularly occurring event-based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas

Expected outcomes

- Customers will be safely supported home in a timely and efficient way
- Customers will receive the appropriate case management and support from the service that can best meet their needs.
- Information will be collated to report on performance and to enable the future development of the service.
- Good relationships will be established with partners – including acute hospital discharge services and community health colleagues
- Coordination of services working with managers/practitioners in the Reablement Service Locality Hub facilitating safe hospital discharge.

Job Purpose

The Locality Coordinator is expected to work in line with the requirements described in the Workforce Quality Assurance Framework. They will be part of a dedicated staff team working efficiently and effectively in accordance with directorate policy, practice standards and procedures.

The Locality Hub works as part of the Reablement service, triage incoming work to the service and determining an appropriate pathway taking account of capacity risk and flow. Liaising closely with the Partners in Health, Hospitals and Reablement Managers to facilitate safe discharges from hospital to Wiltshire. The hub is required to co coordinate and manage referrals, triaging and aligning them to the correct team ensuring an efficient and effective reablement community service in line with local, Council and national objectives. This will cover a population of approx. 160,000 with an active customer base of 1000-1500.

Specific duties and responsibilities:

- Review of the customers presenting situation, consideration of risk and coordination of an appropriate discharge plan
- Consideration of the inclusion of prevention services and identifying eligible needs and outcomes
- Where applicable, work in partnership with the customer and other agencies in compiling an appropriate support plan, collating information and working towards a discharge plan.
- To coordinate the process for discharging patients from hospital back to their own home acting as a conduit in the discharge process providing links between our provider partners and community
- Manage a caseload of customers within the Locality Hub, working closely with occupational therapy colleagues to facilitate discharges. Prioritise work appropriately using effective time management skills.

- Provide general coordination support for the business of the Locality team and the Reablement service if required. Provide support for the collation of business performance data.
- Apply a person-centred approach to your work, adapt your approach to the individual needs of the customer taking their circumstances, presentation, and environment into consideration.
- Provide regular updates on progress to the occupational therapist case manager including recommendations to adapt plans to meet further needs
- Develop an understanding of risk assessment and positive risk taking. Refer to occupational therapist for guidance with complex issues
- Provide equipment via Medequip as required to facilitate discharge and to promote confidence and independence.
- Work with colleagues and customers to utilize all available community and voluntary based resources to minimise the need for longer term funded services from the local authority.
- Consider entire family context when completing assessments and refer to additional organisations as required e.g., Carer Support Wiltshire.
- Using knowledge of Wiltshire Council's charging policy, advise customers on financial eligibility for services and make referrals to the finance and benefits team or other agencies.
- Record all reablement contacts accurately, and in a timely way, onto the social care records in accordance with work targets set by the Team Manager and Supervisor. Demonstrate excellent IT skills. Adhere to Data Protection legislation and confidentiality.
- To be responsible for updating discharge information on the Adult Services excel system and ensure accurate and responsible use of SystemOne in relation to referrals and discharges
- Facilitate integrated working with the Community Health Teams, acute hospitals, and GP surgeries.
- Ensure effective, timely and appropriate communication with customers, colleagues, managers, and any specialists who may be involved with the customer.
- Have an awareness of safeguarding in line with Wiltshire policy, including making referrals and participating in safeguarding investigations.
- Analyse and appraise work and personal development through discussion and participation in supervision. Adhere to performance targets set by the team and actively engage in annual appraisal with line manager. Have a commitment to ongoing development.
- Understand and adhere to Complaints Procedures and advise people appropriately if they wish to complain.
- Be an ambassador for the Council and the department at all times, always representing the Council positively, professionally and appropriately at meetings with customers, external partners and agencies.

Specific requirements for this post:

- Ability to travel on a daily basis and to undertake visits to customers in their own homes or in other settings e.g., hospital.
- To be flexible and work in other reablement teams as required

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to at least A level or equivalent.
- Pass in English and Maths GCE
- Previous experience of working in a health or social care environment or similar setting including working with people with adult care needs in their own homes.
- Ability to utilise a range of software and electronic social care records.
- Up-to-date knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of, adults.
- Well-developed interpersonal skills and ability to effectively communicate with people in a variety of ways and levels.
- Work without direct supervision within own limits and know when support from an occupational therapist or manager is required.
- Ability to prioritise tasks and work on own initiative against deadlines and plan and organise your own work
- Good understanding of the national agenda for Transformation in Social Care
- Ability to work in a person-centred way to meet individual outcomes
- Ability to work with people to balance choice and independence with risk
- Fully fluent in spoken and written English

Desirable

- Use of Liquid Logic and System one database
- Good understanding of the Care Act 2014 and the NHS plan
- Experience of working in Health and Social care setting and/or reablement or rehabilitation

Career graded posts (where applicable)

This post does not form part of a career grade structure.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>