

## ROLE PROFILE

<b>Job family</b>	<b>Care</b>	<b>Role profile number</b>	<b>CA08-1822</b>	<b>Grade H</b>
-------------------	-------------	----------------------------	------------------	----------------

**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.

<b>Factor</b>	<b>Relevant Job Information</b>
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	<a href="#">Our Identity</a> 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 ten elements of <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Senior Reablement Worker	
<b>Role profile family:</b>	Care	
<b>Role profile number and grade:</b>	CA08-1822	Grade H
<b>Number of posts:</b>	13 FTE	
<b>Service/Team:</b>	Adult Care Operations, Provider Services Reablement	
<b>Reports to:</b>	Team Leader	

### 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 service aims to provide excellent quality Care Quality Commission (CQC) registered reablement services to customers. Such services need to be delivered in a business-like manner, promoting independence.

The reablement team seek to support people to make use of community and personal assets to achieve their goals.

The overall responsibilities of the reablement team are:

- To work with customers and carers/families to identify goals and design creative reablement support plans to achieve them
- To connect customers with local resources and facilities.
- To operate within legal frameworks and defined budgets for social care.
- The team will work closely with colleagues from Health, private providers, the voluntary sector and others, to support the occupational needs of customers.

## Job Purpose

To be the lead in a team of reablement workers within a defined geographic area. Provide ongoing monitoring, support and supervision to reablement support workers.

The post holder will ensure that services are delivered to the highest standards, providing robust quality assurance, compliant with all legal and statutory requirements and within an effective and efficient performance management and budgetary framework.

Specific duties and responsibilities:

- Work closely with occupational therapy staff creating person centered and CQC compliant reablement support plans.
- Attend the customer's first visit from the reablement service to introduce the service and support the customer in understanding the reablement approach.
- Be able to undertake risk assessment and encourage positive risk-taking approach. Complete risk assessments which may include environmental, medication and mobility, working with customers and support workers to manage risk and record actions and strategies agreed.
- Work collaboratively with partners this may include, Health Teams, Care Homes, Care Agencies and Hospitals. Have a good understanding of the discharge process and the management of cases transferring into the reablement service, take responsibility for ensuring that relevant information (health conditions and medication) is gathered and systems are in place to ensure the customer and staff remain safe and risks are managed appropriately.
- Assist in the provision of appropriate safe care, in accordance with the regulations and quality standards. When leading out of hours cover, initiative will need to be taken to ensure the team are following correct procedures. This will also include having a thorough knowledge of CQC regulations and how they enforce them through the inspection process.
- Complete, distribute and monitor paperwork required by CQC registration, and held in the customers' home, for the provision of a reablement service, such as medication administration records. Paperwork needs to be thorough and well-maintained to ensure the service is inspection ready.
- Drive effective and consistent communication between professionals and the customer and their family to ensure all agencies are working in partnership and the risk of duplication and repetition is reduced.

- Provide customers (and where appropriate their representatives) with information about the reablement service including expectations and contact details, advising how customers can raise concerns.
- Record all reablement contacts accurately and in a timely way. Keep all information about customers and their families secure and confidential. Capture and record relevant actions, events and decisions in accordance with case management principles.
- Monitor customers' progress and achievement of reablement goals. Provide timely feedback to occupational therapists and the wider team during team meetings and directly to the reablement case manager.
- Working under the direction of the Team Leader/Registered Manager ensure that the reablement service runs smoothly and efficiently. You will have good organisational skills and a flexible approach to support the team through any disruptions/changes within the daily routine.
- Report changes in reablement support plan visits to the allocator as soon as practically possible.
- Liaise with the allocator/co-ordinator to match reablement support workers with customers, when necessary support in the electronic rostering of the service.
- Provide information, support and guidance to reablement support workers to enable them to safely and effectively provide reablement support as agreed in the reablement support plan.
- Ensure that reablement workers are working to the support plans and those services are delivered in accordance with the identified needs of customers.
- Deal effectively with on-call/emergency issues, for example covering reablement visits directly or indirectly when reablement support workers are sick or absent. Provide timely feedback to the reablement team of issues arising out of hours. As the Senior reablement worker, decisions will need to be made with authority.
- Participate in transfers of customers requiring further support to another internal team and alternative provider.
- Positively engage in regular supervision sessions, preparing appropriately and ensuring agreed actions are undertaken in an agreed time frame.
- Monitor and provide support to a small group of reablement workers ensuring that their performance in the delivery of the service and behaviours meets the required standards. Promote continued professional development, reflective practice and evidence-based learning. Alert the Team Leader/Registered Manager to any concerns. Participate in the appraisal of a staff.
- Where improving work performance or HR procedures are implemented support and work under the direction of the Team Leader.
- Provide additional support where development needs are identified, undertake in service 1:1 training where appropriate, participate in the delivery of in service training to small groups of staff.
- Under the direction of the Team Leader/Registered Manager participate in the Induction of new staff, this may include arranging, mentoring with another staff member, shadowing and in the field training.
- Monitor the of the delivery of reablement support, in line with the service policy this will include the following tasks:
  - Reviewing daily communications
  - Observation of reablement visits

- One to one supervision
- Spot-checks of practice
- Audit files.
- Have an expert awareness of safeguarding in line with Wiltshire policy, including making referrals and participating in safeguarding investigations.  
Using experience, knowledge and skills to identify the signs of abuse and neglect and follow agreed local protocols to ensure customers are protected from harm/risk of harm.
- 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.
- Be able to respond to civil emergencies under instruction
- Take a lead in challenging practice to make improvements to service.

## Specific requirements for this post:

- To work shifts to meet the needs of the service including early morning, evenings, weekends and bank holidays. This will include the participation in an 'on-call' rota as part of the normal working week. An unsocial hour's payment for unsocial hours working will be paid where appropriate.
- To undertake travel across the Wiltshire area to carry out customer visits
- To be flexible and support other teams in the service as required e.g. cover annual leave, sickness etc
- When the business continuity plan is actioned be flexible and respond to the requirements of the service as directed by HOS/RM/TL

## Person Specification

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

#### Essential

- NVQ Level 4 or equivalent significant experience in a relevant field (or a commitment to undertake qualification) e.g. Health, social care, adult education etc.
- Experience of supporting with adults within a care environment
- HSE recognised First Aid at Work qualification or willingness to achieve a qualification in first aid.
- Previous experience of contributing to the supervision of others or ability to demonstrate the required skills
- Up-to-date knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of, adults.
- Experience and current up-to-date knowledge of moving and handling procedures.
- Well-developed interpersonal skills and ability to effectively communicate with people in a variety of ways and levels.
- Good organisational skills.

- Ability to prioritise tasks and work on own initiative against deadlines
- Ability to utilise a range of software including electronic social care records.
- Physically fit and able to perform all requirements of the job role
- Ability to work in a person-centred way to meet individual outcomes
- Fully fluent in spoken and written English

## **Desirable**

- Experience of working with in a reablement service.
- Experience of working within a CQC registered service
- Understanding of the Care Act 2014; Health and Social Care Act 2008
- Able to demonstrate an ability to work as part of a team and provide/ implement instructions
- Qualification as a trainer.

## **Career graded posts**

This post does not form part of a career grade.

## 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.

☐

#### Regular Driver

Must hold a valid UK driving licence 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 unless a reasonable adjustment has been agreed.

☒

#### Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

☐

Employees should refer to the Corporate Driving at Work policy for further information.

### Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

### 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

☐

This role is not politically restricted

☒



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 <b>Enhanced</b> 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 <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> 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 <b>level 2*</b> . (*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 <b>level 3*</b> (*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	<input type="checkbox"/>

<p>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.</p>	
<p>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.</p>	<input checked="" type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>