

## Role Profile

<b>Job family</b>	Care	<b>Role profile number</b>	CA11-1331	<b>Grade</b>	K
-------------------	------	----------------------------	-----------	--------------	---

**Job purpose:** Undertake assessments, determine care packages/support plans and manage a large and complex caseload to maintain or improve the wellbeing of clients. Professionally supervise and support other colleagues.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

<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	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in IT systems. Professional qualification in area of specialism. Licence / certificate / qualification required for the role.
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Experience of multi-disciplinary and partnership working and awareness of the issues involved. Planning and workload management skills. Proven assessment and investigation skills appropriate to the scope of the role. Ability to carry out complex client assessments. Experience of using professional knowledge to work within referral systems according to established criteria. Proven ability to work with challenging client groups and situations. Excellent interpersonal and communication skills. Proven ability to deliver training. Accurate record keeping and report writing. Good presentational skills. Knowledge of financial assessment processes.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Responsible for professional advice, assessments or referrals, ensuring interventions are timely and cost effective. Manage a complex and varied caseload within a framework of policy and procedures –subject to managerial control and review of results. Research information to support and develop services for the client group. Prepare standard reports and contribute to reports for court/tribunals as required, representing the service at court/tribunal attendance as required. Assess and oversee adaptation work including advice and demonstration of specialist equipment to clients.

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers</p> <p>Liaise with professional colleagues, providers and external agencies to co-ordinate actions and interventions where required.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Contacts will include: Senior managers, leadership team, councillors, stakeholder, external bodies, and partners.</p> <p>Support parents or carers regarding development issues including complex problems.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have an impact across the organisation.</p> <p>Conduct statutory and / or complex / specialist assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service.</p> <p>Provide financial advice to support service provision and/or individual clients.</p>
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	<p>Work may require some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Behaviours framework	The job holder will be demonstrating all of the desirable behaviours at this level, and be working towards the aspirational behaviours in the framework. Please refer to <a href="#">Behaviours Framework</a> for a full list of the desirable and aspirational behaviours required.
Skill Profile	To be demonstrating level 2 “advanced” across the skill area of communication & customer service.
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>	Experienced Occupational Therapist - reablement	
<b>Role profile family:</b>	Care	
<b>Role profile number and grade:</b>	CA11-1331	Grade K
<b>Number of posts:</b>	6 FTE	
<b>Service/Team:</b>	Adult Care, Reablement Team	
<b>Reports to:</b>	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.

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 uphold standards of practice for Occupational Therapists as determined by the regulatory body, the Health and Care Professions Council and the Professional Standards and Code of Ethics and Professional Conduct of the Royal College of Occupational Therapists.
- To undertake occupational therapy assessments with customers. To plan for the provision of support and/ or services with customers in order to assist them meet their outcomes and to live as independently as possible fulfilling their individual potential.
- To support carers to continue in their role.
- To provide professional supervision and support to Occupational Therapists and Customer Coordinators, working within the same locality/ environment.
- To deliver this service in accordance with the statutory responsibilities as set out within social care and housing legislation
- To ensure that the primary responsibility of safeguarding adults is delivered in accordance with the law and local policy and guidance.

### Specific duties and responsibilities:

- Manage a busy caseload including complex and challenging cases; provide support and guidance for the management of complex and challenging cases. Be able to reprioritise work according to individual customer and service needs.
- Undertake strengths based occupational therapy assessments working with customers with complex occupational needs and contentious situations (including assessment of mental capacity where appropriate); using your professional judgement to adapt your approach to the individual needs of the customer.
- Design and implement innovative reablement plans for people living in complex situations to enable customers to meet their goals and reduce need for ongoing support and minimise demand for long term care. This will include liaison and negotiation with family members and support staff on options to encourage independence and safe practice.
- Demonstrate competence in complex risk assessment and positive risk taking. Work with customers to manage risk and record actions and strategies agreed. Support other team members with management of risk.
- Coordinate the customer's reablement journey, in collaboration with the customer and/or family members. This will involve regular contact with the customer, members of the reablement team and relevant partners to evidence decision making in reviewing goals, planning interventions responding to change and evaluating progress for customers with complex physical, emotional or social needs.
- Undertake complex moving and handling risk assessments, using your expertise to record the recommendations in an format appropriate to the customers and/or carer's needs. Monitoring and evaluating risk and sharing information with the relevant parties including demonstration of recommended techniques.
- Assess for and recommend minor and major adaptations in accordance with the Care Act and Housing legislation and guidance with customers with complex physical or social barriers, within the reablement service. Use expert professional skills and judgement to analyse, discuss and negotiate options with the customer to improve accessibility within their own home or recommend re-housing. Establish and maintain good working relationship and carry out joint visits and assessments with other professionals e.g. GP's, Consultants and Health

Therapists working with the customer. Seek advice from and refer to other disciplines as appropriate

- Consider the needs of carers in line with Care Act eligibility and make referrals to partner agencies for assessment and support as required.
- Practice within the current legal framework, including health, social care and housing legislation; and Wiltshire Council policies and procedures. Provide guidance and advice to support other members of the team to work within the legal framework, policies and procedures.
- Contribute proactively to the effective working of the team with positive attitude by sharing knowledge, offering advice and support and by preparedness to be involved in the development of services
- Take active responsibility for your own continuing professional development including attendance at statutory and non statutory training and participation in development opportunities
- Fully engage and prepare for own supervision and appraisal through self-evaluation, ensuring that continual professional development is evidenced.
- To have a good awareness of safeguarding in line with Wiltshire policy, including making referrals and participation in safeguarding investigations.
- Provide professional supervision and support to Occupational Therapists and other members of the team, promoting evidence-informed practice. Ensure that supervision is timely and recorded and that any practice and other concerns are communicated with senior staff/ line managers
- Actively engage in individual and group supervision and embed learning in practice.
- Participate in appraisal and team meetings and contribute to individual and team development.
- Record all occupational therapy and reablement contacts in a timely way, onto the Social Care records in accordance with work targets set by the Team Manager and Supervisor.
- Understand and utilise universally available services within the voluntary and community sector, as well as maintaining knowledge of services commissioned by the Council to support effective provision of information to customers. Promote the use of universal services with reablement team members and the wider service.
- Ensure that Council Policies and Procedures are followed at all times.
- Be an ambassador for the Council at all times, always representing the Council positively, professionally and appropriately at meetings with customers, external partners and agencies.
- Attend Civil Emergencies when a rest centre is set up
- Make decisions on Blue and Bus Badge appeals

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.
- There will be a requirement to occasionally work outside of standard hours, including weekends to meet the needs of the service, for example assessing customers' abilities at different times of the day or provide support to other members of the reablement team. The number of out of hours worked will not exceed 10% of the total contracted hours per week. To be flexible and work in other reablement teams as required

## Person Specification

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

### Essential

- Professional Qualification in Occupational Therapy (Diploma or degree)
- Registered with Social Work England as an Occupational Therapist
- Evidenced experience of professional and personal development following achievement of professional qualification, likely to be a minimum of 2 years post-qualification
- Experience of working with adults
- Significant knowledge and understanding of Health, Housing and Social Care legislation and wider policy context.
- Significant up-to-date knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of adults.
- Significant knowledge and experience of delivering adaptations through the Disabled Facilities Grant process.
- Significant knowledge of reablement to support and promote independence.
- Significant and up-to-date knowledge and experience of undertaking moving and handling assessments and writing moving and handling plans.
- Experience of contributing to the supervision of staff and taking part in professional supervision
- Well-developed interpersonal skills and ability to effectively communicate with people in a variety of ways and levels.
- Ability to professionally challenge
- Literate, numerate and good computer skills
- Ability to prioritise work and support others to do this.
- A self-starter, well organised person who is passionate about delivery of high quality customer-centric services.
- Must be able to write clear, accurate and evidence-informed documentation
- Fully fluent in spoken and written English

### Desirable

- Experience of working in a social care setting
- Experience of working in a reablement or intermediate care team
- Experience of working as a Safeguarding investigating officer.
- Experience of supervising occupational therapy students on practice placements.
- Experience of offering formal supervision and appraisal to staff.
- Experience in offering training and support with moving and handling.

## Supporting information

<b>Driving classification</b>	
<p><b>Occasional driver</b> 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.</p>	<input type="checkbox"/>
<p><b>Regular Driver</b> 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.</p>	<input checked="" type="checkbox"/>
<p><b>Required Driver</b> 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.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

<b>Political restriction</b>	
<p>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 an MEP, 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</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

<b>Professional fees and related occupational costs</b>	
<p>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</p>	<input checked="" type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input type="checkbox"/>

<b>Clearances – Disclosure &amp; Barring Service (DBS)</b>	
<p>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.</p>	<input checked="" type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check</p>	<input type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input type="checkbox"/>

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

<b>Clearances – Non-Police Personnel Vetting (NPPV)</b>	
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"/>

<b>Safeguarding</b>	
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"/>