

Role Profile

Job family	Care	Role profile number	CA12-1330	Grade L
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Job purpose: Undertake assessments, determine care packages/support plans and manage a large and complex caseload to maintain or improve the wellbeing of clients in line with agreed service procedures and national legislation. Professionally supervise and support other colleagues.

Grade L posts are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

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	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	Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments 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. Plan/ co-ordinate / deliver training activities which support knowledge sharing both internally and externally, where appropriate. 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	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.

	Liaise with professional colleagues, providers and external agencies to co-ordinate actions and interventions where required. 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. Contacts will include: Senior managers, leadership team, councillors, stakeholder, external bodies and partners. Support parents or carers regarding development issues including complex problems. May involve lone working and dealing with anti-social behaviour.
Decisions – Discretion & Consequences	Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation. Use initiative to manage responses to complex business / technical issues within the service. Make business decisions based on up to date specialist knowledge and analysis. Contribute to developing council strategy within the service area. The consequences of the decisions will have an impact across the service. Conduct statutory and / or complex / specialist assessments of clients' circumstances and issues to determine intervention / referral to the appropriate service. Work closely with others to clarify changing service requirements. Identify, recommend and support the development and delivery of improvements in processes and procedures. Provide financial advice to support service provision and/or individual clients.
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:	Advanced Occupational Therapist - reablement	
Role profile family:	Care	
Role profile number and grade:	CA12-1330	Grade L
Number of posts:	3 FTE	
Service/Team:	Adult Care, Reablement Team	
Reports to:	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 provide practice and professional leadership, support and supervision for Occupational Therapists and social care staff in adult care teams

To uphold and promote standards of practice for Occupational Therapists as determined by the regulatory body (the Health and Care Professions Council) and in accordance with the Professional Standards and Code of Ethics and Professional Conduct of the Royal College of Occupational Therapists.

Specific duties and responsibilities:

- Promote, develop and model high quality occupational therapy practice within the sphere of reablement.
- Monitor that staff are working within statutory responsibilities and promote evidence informed practice. This will include the quality assurance and evaluation of day to day practice of occupational therapists and other reablement team members.
- Practice within the current legal framework, including health, social care and housing legislation; and Wiltshire Council policies and procedures. Provide guidance and expert advice to support other members of the team to work within the legal framework, policies and procedures. Produce reports on practice and professional standards.
- Manage a busy caseload including complex and challenging cases; provide expert guidance and mentoring to colleagues for the management of complex and challenging cases.
- Maintain an overview of the reablement service, reprioritising work according to staffing and service needs.
- Undertake strengths based occupational therapy assessments working with complex and contentious situations. Act as an expert advisor to other reablement team members.
- Design and implement creative reablement plans to enable customers to meet their goals and reduce need for ongoing support and minimise demand for long term care.
- 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.
- Undertake complex moving and handling risk assessments, using your expertise to record the recommendations in a format appropriate to the customers and/or carer's needs. Monitor and evaluate risk, share information with the relevant parties including demonstration of recommended techniques. Support occupational therapists in the reablement team with expert knowledge of moving and handling and specialist techniques and equipment.
- 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. Review reablement and occupational therapy support plans, suggesting other possible options, equipment or intervention as appropriate. Authorisation of equipment and minor adaptations.
- Establish and maintain collaborative working within the health and social care community, negotiating the most appropriate pathway for the customer and referring to specialist partners as required.
- Consider the needs of carers in line with Care Act eligibility and make referrals to partner agencies for assessment and support as required.
- Take active responsibility for your own continuing professional development and maintain an

overview of the reablement team's professional development including attendance at statutory and non-statutory training and participation in development opportunities

- Plan, co-ordinate and deliver training sharing your expert knowledge and experience with the reablement team and external partners.
- To have an excellent awareness of safeguarding in line with Wiltshire policy, including making referrals and participation in safeguarding investigations.
- Provide professional supervision to other members of the team, promoting evidence-informed practice
- 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
- Have an expert knowledge of IT including Microsoft applications. Oversee that all occupational therapy and reablement contacts are recorded accurately, and in a timely way, onto the Social Care records and monitor performance standards.
- 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.
- Actively participate in the development and strategic direction of the team to influence effective and efficient service delivery. Contribute to development of policy and guidance. Lead implementation of new legislation, policies and guidance in social care.
- Work in collaborative partnerships with colleagues from the council, health and other stakeholders within the voluntary and community sector which promote well-being, social inclusion and resilient communities
- Deal with urgent and high risk situations to maximise the service's ability to respond to emergencies. Deputise for the Team Manager as required
- Using advanced negotiation skills contribute to complaints resolution.
- Comply with the Wiltshire Council behaviours framework or any new policy adopted by the council on professional practice.
- 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 requiring a rest centre

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 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
- Registered with HCPC as an Occupational Therapist
- Evidence of further professional development including practice education including contributing to the development and learning of others individually and as part of a team
- Expert knowledge of health, social care and housing legislation and policy as it relates to occupational therapy and the wider social care team
- Expert knowledge of relevant legislation and guidance in relation to working with and the safeguarding of vulnerable adults
- Expert knowledge and experience of delivering adaptations through the Disabled Facilities Grant process
- Three years post qualification with two years working in social care or the ability to demonstrate equivalent skills and ability
- Expert knowledge of the principles and practice of reablement.
- Significant experience of working in partnership with other agencies
- Experience in training and development of staff
- Significant experience in development and/or implementation of social care policies
- Experience of managing people through change
- Experience of supervision and professional development of staff
- Able to demonstrate professional challenge and independent critical judgement
- Ability to problem solve in complex and unpredictable situations
- Able to write clear, complex and accurate documentation
- Able to communicate effectively with people at all levels with positive and person- centred approach
- Able to plan and prioritise workloads
- Able to review the effectiveness of services
- Literate, numerate and good computer skills
- Ability to use and understand electronic social care records and performance reports
- Fully fluent in spoken and written English

Desirable

- Experience of working in a reablement service
- Evidence of post qualification awards, such as a post graduate certificate, diploma or Masters degree in a health, social care or management topic or a qualification in coaching.
- Experience as a practice educator.
- Experience in audit and/or engagement in research
- Experience in monitoring financial spend

Career graded posts

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.	☐
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



This role does not have any professional or occupational membership requirements



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.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	☒
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
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.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☐

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	☒
This role is not subject to a BPSS check	☐

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	☐
This role is not subject to a NPPV check	☒

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.	☐
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.	☒
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.	
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