

Manager - Reablement (Business Support Manager) PO1 - New

Purpose:

To provide day to day management of the reablement service business support. To work as member of a reablement Business Support team contributing to the maintenance and development of the business support processes by providing the lead support for planning, data quality management and statistical information.

Responsibilities

To manage a team of Reablement Support Administrators, Quality Assurance Officers and Business support ensuring that customers receive appropriate visits which promote independence, dignity, and choice for service users

To provide line management, supervision appraisal information, guidance and support to Reablement Support Administrators.

To provide management support and advice to all staff that are working on shift.

To work with Support Administrators and operational supervisory staff to reschedule work at short notice to ensure customers are safe.

To ensure that there is adequate Support Administration cover across the city.

To produce statistical and management information from databases and systems and present information.

To ensure that information input into recording systems by staff is accurate and reliable and that the quality of existing data is improved.

To ensure that the requirements of the Care Quality Commission regulations are met.

To be responsible for support and coordination of calls from staff and customers across working hours and ensure responses are made in a timely manner.

To ensure that budgetary control measures are in place and that the Councils financial regulations are adhered to.

To raise and authorise orders using FMS.

To work with Reablement Case Officers, Support Administrators and Business Support to ensure the efficient allocation and matching of appropriate resources to service user need.

To ensure paper based and electronic records are maintained and stored in line with the Council's file destruction policies.

To be conversant with all I.T systems used within the service including monitoring information.

To assist with the audit, evaluation and quality of the needs of service users and the services that meet the needs.

To develop, maintain and contribute to services procedures and guidance.

To ensure staff are aware of their responsibilities for safeguarding adults and policy and procedures are implemented.

To work closely with Support Administrators to ensure systems are updated and provide continuity of service delivery where possible.

To implement Risk Management in accordance with Health and Safety legislation and agreed policies

To ensure the service works in co-ordination with other community services and resources internal and external to the Council.

To communicate with the customer, their family, carers and other professionals involved in their support as necessary.

To work flexibly and as part of a team across the city.

To be involved with the recruitment, selection, appointment and induction of new staff, including the verification, authorisation and completion of all relevant employment documentation.

To undertake line management enquiries/investigations with regard to informal and formal complaints directly relating to employees.

To undertake designated roles within the Local Authority's Personnel Procedures e.g. Disciplinary Procedure, Grievance/Harassment Procedure, Managing Attendance Policy and Performance Capability Procedure etc.

To participate in and to provide training and development programmes to ensure up to date knowledge, skills and continuous professional development.

To actively respect and take account of all cultural, religious, personal and social needs.

To actively promote and support Leeds City Council's and Departmental Policies on Equal Opportunities and to work in an anti-oppressive manner.

To comply with the requirements of all Leeds City Council policies, procedures and staff instructions, including responsibilities for Health and Safety, Safeguarding Adults and Equality and Diversity.

To undertake any other duties appropriate to the grade.

Social Conditions

The service is available 7 days a week, 365 days per year. Hours will be worked on a rota basis between 7.00 – 22.00 which will include weekends, evenings and Bank holidays.

Case Officers C3

Purpose: To oversee the customer journey, assessing reablement needs and developing delivery plans to exit planning. To provide line management and guidance to Senior Support Workers and Support Workers.

Responsibilities

To provide line management and supervision to all Support Workers - Reablement

To provide day to day support to Senior Support Workers – Reablement and to Support Workers – Reablement to ensure support with personal and practical daily living activities is delivered in a person centred way which promotes independence.

To case manage customers throughout the period of reablement.

To contribute the planning of the work of the team.

To work with Support Administrators and business support supervisory staff to reschedule work at short notice to ensure customers are safe.

To liaise with staff in the Neighbourhood Teams.

To monitor and respond to changes in the day to day service required in relation to changes in customer needs and circumstances.

To end reablement plans where the customer is considered to be independent and not in need of an ongoing social care service.

To review and amend reablement plans as necessary in line with the eligibility criteria.

To make decisions on reablement referrals regarding eligibility and appropriateness.

To visit new customers of the service to complete hazard identification documentation and to alert the Manager - Reablement of any Health and Safety risks.

To undertake reablement needs assessments and ensure each customer has an appropriate plan for the delivery of support and that this is implemented.

To agree with the customer, their family and relatives the outcomes they want to achieve.

To carry out customer and staff risk assessments as determined by the Manager - Reablement using standard risk assessment documentation, following training and with access to support.

To identify customers who can benefit from provision of community equipment, minor adaptations and telecare, and act as “trusted assessor” following training and with access to support.

To ensure where Support Workers and Senior Support Workers – Reablement are involved in supporting customers with medication appropriate records are in place and are used accurately by all Support Workers – Reablement.

Identify reablement plans with the customer that encourages social inclusion to supports them to access local amenities.

To be able to use and maintain Microsoft packages, case management systems, staff rostering system and other IT applications.

To input into electronic customer record systems.

To promote dignity and well-being and safeguard adults from harm ensuring any safeguarding concerns are reported to line manager.

To respect the confidential nature of the work and ensure customers and carers are aware of policies relating to the customer’s access to records, and work within the appropriate information sharing agreements.

To communicate with the customer, their family, carers and other professionals involved in their support as necessary.

To accurately complete all necessary documentation, records and reports as determined by LCC policy and procedures.

To attend and participate in meetings training and supervision as required.

To work flexibly and as part of a team across the city.

To deliver a high quality service in line with Care Quality Commission requirements.

To participate in recruitment of new staff and ensure new starters complete induction and basic training.

To participate in training and development activities as necessary to ensure up to date knowledge, skills and continuous professional development.

To actively respect and take into account all cultural religious personal and social needs.

To actively promote and support LCC policies on Equal Opportunities and to work in an anti-oppressive manner.

To comply with the requirements of all LCC policies procedures and staff instructions, including responsibilities for Health and Safety, Safeguarding Adults and Equality and Diversity.

To undertake any other duties appropriate to the grade.

Qualifications: Health and Social Care Certificate in Social Care level 3 or equivalent is required or willingness to undertake the Care certificate in Social Care within six months of commencement in the post.

Social Conditions

The service is available 7 days a week, 365 days per year. Hours will be worked on a rota basis between 08:00 – 20:00 which will include weekends, evenings and Bank holidays.

Senior Support Worker – Reablement – C1 – New JD

Purpose: To provide support to adults with eligible social care needs with personal care and daily living activities in line with an agreed reablement delivery plan in order that their independence choice control and social inclusion is maximised as part of a reablement intervention. To provide supervision and guidance to Support Workers.

Responsibilities

To provide day to day support and supervision to Support Workers – Reablement to ensure support with personal and practical daily living activities is delivered in a person centred way which promotes independence.

To liaise with Support Administrators on ongoing rostering and scheduling of visits.

To work with Support Administrators and business support supervisory staff to reschedule work at short notice to ensure customers are safe

To liaise with Case Officers on ongoing delivery of care.

To provide support with personal care utilising a person centred approach to enable customers to maximise their independence and recovery.

To support customers with daily living activities (e.g. shopping, cleaning, payment of bills) as identified in their support plan and as part of a package of support including personal care.

To contribute to and utilise reablement delivery plans and person centred risk assessments to promote independence in a safe environment.

To carry out moving and handling including use of equipment.

To support customers in the use of community equipment, telecare and adaptations.

To contribute to reviews considering customer's ongoing support needs.

To support with medication as identified by a medication planner and maintain required records.

To support customers to access the local amenities and the community outside of their home as part of a reablement plan.

To carry out staff risk assessments as determined by the Manager - Reablement using standard risk assessment documentation, following training and with access to support.

To identify customers who can benefit from provision of community equipment, minor adaptations, telecare, and act as 'trusted assessor' following training and with access to support and guidance.

To ensure where Support Workers – Reablement are involved in supporting customers with medication appropriate records are in place and are used accurately by all Support Workers – Reablement.

To promote dignity and wellbeing, and safeguard adults from abuse and ensure all safeguarding concerns are reported to line manager.

To respect the confidential nature of the work and ensure that customers and carers are aware of the Councils policies relating to the customers access to files and to work within the appropriate information sharing agreements.

To communicate with the customer, their family, carers and other professionals involved in their support as necessary.

To accurately complete all necessary documentation, records and reports as necessary and determined by the LCC procedures.

To be able to use and maintain Microsoft packages, case management systems, staff rostering system and other IT applications.

To attend and participate in meetings, training and supervision as required.

To work flexibly and as part of a team across the city.

To deliver a high quality service in line with CQC regulations and requirements.

To lead on basic training and induction of new starters.

To facilitate and participate in training and learning sessions for Support Workers.

To participate in recruitment of new staff and ensure new starters complete induction and basic training.

To lead and participate in training and development activities as necessary to ensure up to date knowledge, skills and continuous professional development.

To actively respect and take into account all cultural, religious, personal and social needs.

To actively promote and support Leeds City Council's Policies on Equal Opportunities and to work in an anti-oppressive manner.

To comply with the requirements of all LCC policies procedures and staff instructions, including responsibilities for Health and Safety, Safeguarding Adults and Equality and Diversity.

To undertake any other duties appropriate to the grade.

Qualifications: Health and Social Care Certificate in Social Care level 3 or equivalent is required or willingness to undertake the Care certificate in Social Care within six months of commencement in the post.

Social Conditions

The service is available 7 days a week, 365 days per year. Hours will be worked on a rota basis between 07:00 – 22:00 which will include weekends, evenings and Bank holidays.