

**LEEDS CITY COUNCIL
JOB DESCRIPTION**

DEPARTMENT	Adult Social Care
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SECTION / ESTABLISHMENT	Reablement SkILs Service
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POST TITLE	GRADE	POST REF
Case Officer	C3	

POST(S) TO WHICH DIRECTLY RESPONSIBLE SkILs Manager

POSTS(S) FOR WHICH DIRECTLY RESPONSIBLE Senior Support Workers and Support Workers

PURPOSE OF THE JOB 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 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’s 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.

RELATIONSHIPS The post holder will work as part of the SKiLs service maintaining a close working relationship with staff, customers, relatives, the business unit and other agencies.

PHYSICAL CONDITIONS The post holder will be community based visiting customers homes. Leeds City Council operates a non-smoking policy, however the post holder will have to visit service users homes where other people may smoke.

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.

ECONOMIC CONDITIONS Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

Equality & Diversity: Within the Council this is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health & Safety: The Council believes that ensuring the safety, health and well-being of employees, contractors, service users (including learners) and all others affected by our activities is essential to accomplishing our ambition and values. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by ensuring that work doesn't contribute to poor health, using the workplace to improve health and well-being, and supporting our workforce to be "Happy, Healthy and Here". We expect all employees to contribute to their own individual safety and well-being and to that of others who may be affected by their actions.

PROSPECTS

Promotion

Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Department which potentially provide the opportunity for career progression within the Department.

Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training

The Department has a positive commitment to the training and development of employees in all areas of its activities.

Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

You will be expected to complete the Management Induction and undertake the Corporate Leadership and Management Programme.

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.

SPECIAL CONDITIONS This post is subject to a higher level check with the Disclosure & Barring Service. Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence

EMPLOYEE SPECIFICATION

Detailed below are the types of skills, experience and knowledge, which are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

ESSENTIAL REQUIREMENTS

SKILLS

Ability to pass information effectively, accurately and concisely between customers, carers, colleagues, the business unit and other agencies

Ability to identify the reablement needs of individuals referred to the service.

Ability to develop a reablement personal outcome plan based on the identified needs.

Ability to undertake customer reviews and respond to rapid changes in customer’s skills and confidence.

Ability to undertake and review risk assessments.

Ability to accurately complete all necessary documentation, records and reports using the appropriate technology and IT systems.

Ability to work in a supportive and enabling manner that focuses on assisting individual customers to achieve their personal outcomes.

Ability to enable customers to make choices about all aspects of their daily lives, including when they get up in the morning and go to bed at night, what sort of assistance they require with personal care, what and when they eat, and what activities they take part in.

Ability to provide personal care and support to customers if or when required.

Ability to develop integrated working with other services and agencies both within the council, health and third sector organisations.

Ability to make quick decisions, to use initiative, work unsupervised and be adaptable to different work situations

Ability to work with all service user groups, including older people, people who have physical and sensory impairments, people who have mental health problems, people who have learning difficulties, and parents with children .

Ability to understand the needs of customers from diverse multicultural and ethnic backgrounds.

Ability to approach each customer as an individual and to not make assumptions about people’s abilities or the kind of assistance that they require.

To respect each customers right to exercise choice and take control over their own lives.

Ability to undertake training to act as a trusted assessor for community equipment and telecare.

Ability to develop working relationships with individual service customers that are based on mutual

dignity and respect

Ability to act in an appropriate manner when assisting customers when they meet and interact with other people including family, friends, professionals and the general public.

Ability to carry out supervision and appraisals.

Ability to carry out managing attendance meetings

Ability to manage, support and implement change.

Ability to attend and participate in meetings and training as required.

Ability to undertake and participate in the use of technology.

Ability to work flexibly as required by the service.

Ability to travel around the city to meet the needs of the service

Ability to respond to allegations of harm.

KNOWLEDGE

To have a clear understanding of the function of the SkILs service.

Knowledge and understanding of the importance of confidentiality and of the duty to respect each customer's privacy linked to Data Protection Act 1998 and Caldicott.

Awareness of the needs, problems, potential of elderly and disabled people.

Knowledge of the importance of safeguarding.

Knowledge and understanding of the role of informal carers.

Knowledge and understanding of the role of other services and agencies.

Knowledge and understanding Government Legislation and the factors that effect change.

Knowledge of the Care Quality Commission Fundamentals that apply to the delivery of the service.

Knowledge and understanding of customers independence and the Metal Health Act.

Moving and handling with regard to staff and customers requirements in line with Health and Safety.

EXPERIENCE

Of working with other colleagues and professionals in a team approach.

Of supervising staff.

Of working with other professionals.

Of carrying out service reviews.

Of recruitment of staff

Of carrying out visits with regard to identifying hazards and risks and putting measures in place.

Of supporting staff with special regard to their health and wellbeing, training, motivation etc.

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

Ability to understand and observe the Council's Equal Opportunities Policy.

To carry out all duties having regard to an employee's responsibility under the Council's Health & Safety Policies and Code of Conduct.

Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.

DESIRABLE REQUIREMENTS**SKILLS**

Ability to work with one or more of the following customer groups, older people, people who have physical and/or sensory impairments, people who have mental health problems, people who have learning difficulties and parents with children.

Able to communicate with individuals with different ability levels including service users with no verbal skills.

KNOWLEDGE

An understanding of the SkilS Service, adult social care legislation and benefits system.

Local knowledge of the area

An understanding about ageing - both the physical and mental effects

EXPERIENCE

Dealing with crisis situations

Of flexible working

Experience and understanding of the client group

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

Knowledge of the problems of disadvantaged groups.