



JOB TITLE:	Senior Community Reablement Officer		
GRADE: JOB CODE:	G6	SERVICE AREA:	Adult Social Care Community Reablement Team
REPORTS TO:	Advanced Practitioner	LOCATION:	Borough wide
SPECIAL CONDITIONS:	<ol style="list-style-type: none"> 1. The ongoing development of the service requires a flexible workforce to meet customer needs with the possibility of working at various locations within the Walsall Borough. 2. This post requires an Enhanced Criminal Disclosure: Working with Vulnerable Adults. 3. These posts are covered by the Code of Practice on the English Language Fluency Duty for public sector workers 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- To manage a team of Reablement Keyworkers and Planners directly delivering a personalised Community Reablement Service for people with a range of needs across Walsall
- Lead your team to support customers in developing and/or regaining skills and confidence following a change of circumstance in relation to themselves or their carers. This could include, but is not limited to an illness, crisis, fall at home or a stay in hospital. Customers will be referred into the service from across various community pathways, including self-referral.
- Co-ordinate your team's programme of work, to ensure they are able to deliver programmes of Reablement to support customers to achieve their full potential, working in accordance with individualised Reablement Plans.
- Manage your direct reports, alongside a wider multidisciplinary team made up of OTs, OTAs, and care and support workers from an external provider, to maximise customer independence and reduce the need for ongoing support.
- Where required, flex and support the delivery of direct reablement activity, supporting customers to enjoy full access to the resources in their community, develop informal support networks and participate as active, equal citizens

3. Role specific duties and accountabilities:

Horizon Scanning

- To support the Team Manager in proactively seeking opportunities to further develop and maintain a reablement focused service
- Contribute to the development of the service through best practice

Leading People

- To manage and lead a team of Reablement keyworkers and Planners, to effectively deliver a programme of reablement across Walsall.
- Line management responsibility for a team of staff, supporting with professional development and delivery of day-to-day Reablement activity.
- To develop trusting relationships with your team members and the wider multidisciplinary team to ensure service users are receiving the level of care required to help them achieve their reablement goals.

- To ensure your team are effectively and confidently working to ensure all customers and their families understand the time limited nature of the support and are fully willing to engage within the period of support.
- To develop and maintain constructive working relationships with the wider Community Reablement Team including APs OTs, OTAs, Planners and care and support staff from the external provider and other key stakeholders.

Managing Resources

- To regularly review the progress of the customers your team is working with, monitoring the effectiveness and efficiency of the reablement plan by reviewing case management systems, dashboards and weekly supervisions with your team
- To develop an excellent knowledge of local community resources, universal services and onward referral pathways.
- The area for which the jobholder is responsible will be kept under review and may change overtime in response to emerging priorities and organisational development.

Managing Performance

- To support your team to work with and support customers working towards their core goals and targets as set out in their Reablement Plans to be achieved within an identified period, through regular supervisions and identification of team members learning and development needs.
- To support your team to utilise a range of Reablement specific techniques as per best and emerging practice and ensure that all work of your team is person-centred.
- To co-ordinate the role of all professionals, universal services, informal supports and service user own resources in meeting the aims of the plan. This will include working with the external care and support providers to ensure the customers that your team is providing care for are receiving the appropriate and relevant support as set out in their Plans.
- To have oversight of and respond to emergency situations in the community in partnership with other services, assessing who can be supported at home and providing short term support to maintain the person's safety.
- Have oversight of your teams use of and where necessary directly utilise departmental electronic recording systems, record work undertaken and ensure case notes are clear, concise and recorded in a timely manner, to ensure consistency of support to customers and assist with the smooth running of the service.
- To ensure your team are using effective case management approaches which proactively track individual's progress throughout their reablement journey through weekly supervisions and reviews of case management systems and outputs.
- To support your team members to prepare for and contribute to a proactive and person-centred review process on a fortnightly/weekly basis which will be led by an OT or OTA and where necessary contribute to these directly. To be dynamic and creative in identifying how our approach could be altered to achieve better outcomes.
- To have oversight of your teams work to maintain robust records and update Reablement Plans accordingly
- To deliver respectful support which promotes the dignity and autonomy of customers. To provide a flexible service which is responsive and sensitive to the diverse needs/preferences of all customers in Walsall.

- When working directly with service users, enhance the confidence and coping abilities of service users through encouragement and positive feedback. To celebrate all achievements and progress made and use this to further engage the person in the delivery of their Reablement Plan.
- When working directly with service users, support in building and sustaining their social networks and enjoying relationships with families, friends, neighbours and the wider community. To encourage the use of informal and peer support.
- To contribute to data collection and outcome monitoring systems which evidence that we are achieving the desired outcome.

Managing Self

- Where necessary undertake assessments of environmental risks and hazards, safety and security in the home, including people handling and medication and the promotion of personal safety skills by working within agreed risk management guidelines and to assist customers in reducing risks to themselves or others. To work within a positive risk management framework.
- To provide a flexible emergency back up in the absence of team members, to ensure service continuity, undertaking any duties arising.
- To inform your Line Manager and relevant agencies of any concerns or significant changes in the needs and circumstances of customers. To report any concerns regarding vulnerable adults with immediate effect to the Duty/On Call Manager.
- To work in accordance with the Council's Health & Safety and Equal Opportunities Policies, including Lone Working Policy and Protocols.
- To take appropriate action in the event of emergencies or crisis situations
- Through personal commitment and clear vision the post holder will promote the Council's employment policies, with particular reference to diversity and community involvement.
- The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
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4. Key Stakeholders and reporting lines

- Will report directly to an Advanced Practitioner

- Work closely with internal Adult Social Care teams to ensure seamless transition from the reablement service
- Work with external organisations with Health and Community and Voluntary Services to ensure the appropriate support is provided to clients within the service at the right time



JOB TITLE: Senior Community Reablement Officer	GRADE: G6	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		3
Abilities/Skills:		
Ability to promote the independence, skills and confidence of vulnerable customers within a time limited period.		3
Demonstrate understanding of the needs of vulnerable adults and their family/carers	A/I	3
Demonstrate understanding of the assessment and care management process		3
Excellent communication and interpersonal skills, with the ability to communicate effectively with people who have a wide range of needs.		3
Broad understanding of key social care legislation, including The Care Act and Mental Capacity Act		3
Understanding of the need to respond proactively to customer feedback including learning from complaints and compliments.		3
Good written communication and IT skills, with the ability to contribute to a robust record keeping system		3
Good observational skills and the ability to assess needs and risks on an ongoing basis. Able to co-ordinate and contribute to the person centred review process.	A/I	3
Ability to liaise in a helpful and professional manner with families, professionals and other agencies		3
Ability to work constructively and co-operatively as part of a team		3

Commitment to equal opportunities and anti-discriminatory practice, and the ability to deliver support which is sensitive to diverse needs and preferences	I	3
An in-depth understanding of the key features of reablement support and interventions	A/I	3
A strong understanding of the full range of resources and facilities which can support a person's independence in the community	I	3
Good work ethic, attendance professionalism and reliability	A/I	3
An understanding of personalisation and person-centred principles	A/I	3
Ability to record work in a timely manner, prepare reports as required and maintain case notes that are clear and concise	I	3
Willingness to respond positively to instructions and guidance from senior colleagues	I	3
To be able to demonstrate an understanding of The Fundamental Standards as defined by the Care Quality Commission	I	3
Must be able to demonstrate an understanding and management of the Health & Safety at Work Act in accordance with Walsall Policy and Procedure	I	3
Must be able to demonstrate a comprehensive understanding of the General Data Protection Regulation (GDPR) came into force on May 25, 2018, and was designed to modernise laws that protect the personal information of individuals and accompanying legislative enforcing the required guidelines in accordance with the security, confidentiality and accuracy of Adult Social Care information systems utilised by Walsall Council	I	3
Must be willing to undertake mandatory training and development opportunities where appropriate, including active participation in individual supervision meetings and Employee Performance Assessment meetings (EPA	I	3
Must be willing to work in accordance with the aims and objectives of Walsall Council and carry out any other duties in consultation and in accordance with provision of relevant legislation.	I	3
Ability to travel between locations of the borough of Walsall	I	3
Demonstrate commitment to learning and development.	A/I	3
Demonstrate time management and planning skills.	I	3
Demonstrate knowledge of key performance indicators and their relationship to everyday practice	I	3
Demonstrates qualities of creative thinking and ability to contribute positively to organisational change and development	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working with a range of colleagues across	I	3
Experience of providing care, support or other services to people with a variety of needs	I	3
Evidence of continuous professional development	A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Possession of NVQ Level 3 or similar Social Care qualification or have equivalent experience	A	
A full clean driving licence and access to a car	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3

Awareness of, and commitment to, confidentiality and handling data		1	3
Prepared by:	Tina James	Date: 18/06/24	