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| JOB TITLE: | Community Reablement Co-ordinator | | |
| GRADE: | G4 | SERVICE AREA: | Adult Social Care |
| JOB CODE: | ASC159COMMG4 | | |
| REPORTS TO: | Senior Reablement Officer | LOCATION: | TBC |
| SPECIAL CONDITIONS: | <ul style="list-style-type: none">• The ongoing development of the service requires flexible workforce to meet the service user needs with the possibility of working at various locations within the Walsall Borough.• This post requires an Enhanced Criminal Disclosure: Working with Vulnerable Adults. | | |

1. Main purpose of the job role:

- Undertake the delivery of a range of functions as part of the Community Reablement Service within Adult Social Care. Undertake and deliver business processes in collaboration with multi-disciplinary operational services, deliver effective services in a timely manner, which promote health, wellbeing, choice and control of citizen, families and carers in receipt of personalised Reablement support and guidance

2. Role specific duties and accountabilities:

- Contribute to the delivery of a multi disciplinary community based reablement service
- Provide a frontline rota management service which enables the mobilisation of the multi-disciplinary team across the borough in a timely and effective way;
- To support the development of a team of Reablement Officers in the delivery of high quality care and support based on evidence and best practice
- Delivery of a multi-functional integrated team to deliver effective business processes including; co-ordination of initial visits and joint assessments; general business support; direct liaison with other partners and stake holders in the delivery of services.
- Assist with reviewing and screening all referrals to the service, to ensure risk management is managed effectively.
- Review Reablement Plans developed by OTs and OTAs and determine the most appropriate and efficient delivery route for care service provision taking into account available resources and service demand levels, ensuring that all resources are utilised to maximum levels.

- Direct and allocate caseloads to the MDT and plan the delivery of service allocation to maximise staff utilisation taking account of location, time, deliverer, service user needs and the resources available.
- Direct and co-ordinate Reablement team rotas to ensure all required community packages of Reablement and support can be delivered safely and effectively taking account of their existing work, location, time and service user needs.
- Direct and communicate with external providers with regards to the service provision of Community Reablement, including the required care, hours and reablement required for service users.
- Communicate directly with the out of hours service to raise awareness of any specific capacity concerns
- To act as the first point for contact for providers with regard to raising concerns related to service provision, including potential safeguarding concerns
- Provide complex and sensitive advice to the team manager regarding flow, demand and capacity
- Liaise proactively with team members to release capacity and respond in a fast paced manner
- To disseminate information formally and communicate within the team through staff meetings, group supervisions, briefings, memos and emails ect. ensuring accurate records and documentation.
- Identify and resolve staff deployment issues with regards to staff absences and availability and the interface with other agencies delivering the service.
- To follow HR policies and procedures when staff reporting absence.
- Assist with production and distribution of management information by proactively collecting management information to evidence service performance.
- Respond to calls from internal and external customers taking appropriate action to ensure all matters are addressed to provide a strong sense of direction for customers contacting the Community Reablement Team.
- To be responsible for the ordering of items of assistive equipment/tech and monitoring of stock
- To maintain a detailed record of spend against the equipment budget and provide regular updates to the team manager
- Be alert to opportunities for service development and be proactive in achieving a quality service; be responsible for certain areas of data quality and performance monitoring.
- To use IT systems effectively, maintain accurate records and systems including Mosaic, Staff Plan

- To monitor availability of Reablement Officers via Staff Plan and ensure annual leave and sickness absence information on all Reablement Officers is kept up to date.
- To assess the urgency of incoming referrals, ensuring providers are aware of required response times and referring to the appropriate manager as necessary
- By utilising departmental electronic record 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.
- Participate in working groups, management and other meetings required.
- To have a basic understanding of CQC statutory regulation and registration.
- Promote and enforce the Councils Equal Opportunities and Health Safety policies, including lone working policies and protocols.
- Support local, departmental, services and corporate communication systems.
- Ensure effective communication between the team, the wider organisation and other agencies.
- To develop knowledge of community locality resources, universal services and onward.
- Promote the aims, objectives and vision of Walsall's Adult Social Care Services in particular through dialogue with customers.
- To support the development of a culture of continuous quality improvement within the service, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems that will meet any identified performance indicators.
- To contribute to the development and implementation of new ways of working and modernised service delivery, including the use of e-working.
- To provide a flexible emergency back up to the absence of Reablement officers, to ensure service continuity undertaking any duties arising.
- To develop and maintain constructive working relationships with the wider Community Reablement team and other key stakeholders.
- 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 contribute to data collection and outcome monitoring systems which evidence that we are achieving the desired outcomes.
- To take appropriate action in the event of emergencies or crisis situations, ensuring that the Registered Manager or the Duty/On Call Manager is informed promptly.

- Any other duties appropriate to this grade and role.
- The job description sets out a summary of the key features of the role, it is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.
- The area for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

3. 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 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.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



| JOB TITLE Community Reablement Co-ordinator | GRADE 4 | |
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| 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. | A/I | 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. | A/I | 2 |
| 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. | A/I | 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. | A/I | 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. | A/I | 3 |
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| Abilities/Skills: | | |
| Highly organised with an ability to prioritise own and others workloads. | A/I | 3 |
| Excellent problem solving skills with an ability to work under pressure and tight deadlines | A/I | 3 |
| Strong Microsoft office skills. | A/I | 2 |
| Ability to communicate and engage successfully with citizens and their family / carers. | A/I | 2 |
| Ability to communicate service needs clearly and concisely to providers setting out clear expectations with required time scales and outcomes | A/I | 3 |
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| Ability to demonstrate clear written communication skills. | A/I | 2 |
| An understanding of localised social care practice including care management assessment and support planning | I | 3 |
| Broad understanding of the range of available resources to support citizens to maintain their independence. | A/I | 3 |
| Able to deliver outcomes for customers | A/I | 3 |
| Ability to understand the importance of maintaining accurate records and up to date records | A/I | 3 |

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| Ability to liaise in a helpful and professional manner with families, professionals and other agencies. | A/I | 3 |
| Ability to work constructively and co-operatively as part of a team | A/I | 3 |
| Commitment to equal opportunities and anti-discriminatory practice and the ability to deliver support which is sensitive to diverse needs and preferences | A/I | 3 |
| Ability to record work in a timely manner, prepare reports as required and maintain case notes that are clear and concise. | A/I | 3 |
| An understanding of the key features of Reablement support and interventions | A/I | 3 |
| Ability to demonstrate effective organisation skills | A/I | 3 |
| Ability to record work in a timely manner, prepare reports as required and maintain case notes that are clear and concise | A/I | 3 |
| Ability to implement and maintain a basic budget management system | A/I | 2 |
| Ability to work on own initiative on a day to day basis and recognise when support is required | A/I | 3 |
| Demonstrates an awareness of the indicators of abuse and appropriate reporting mechanisms | A/I | 3 |
| Willingness to respond positively to instructions and guidance from senior colleagues | A/I | 3 |
| Experience of working with a range of colleagues across disciplines/agencies in a collaborative and integrated manner. | A/I | 3 |
| To be able to demonstrate an understanding of National Minimum Care Standards as defined by the Care Quality Commission. | A/I | 2 |
| To be able to demonstrate a comprehensive understanding of the Data Protection Act and accompanying legislative enforcing required guidelines in accordance with the security, confidentiality and accuracy of Provider services and 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 APC | 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 |
| Demonstrate commitment to learning and development | A/I | 3 |
| Demonstrate time management and planning skills. | A/I | 3 |
| Demonstrate knowledge of key performance indicators and their relationship to everyday practice | A/I | 2 |
| Demonstrates qualities of creative thinking and ability to contribute positively to organisational change and development | A/I | 3 |
| Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any. | | |
| Experience of analysing and extracting data to compile reports and produce management information | A | 2 |
| Experience of working with a range of colleagues across disciplines/agencies in a collaborative and integrated manner | A | 3 |
| Strong resource planning skills with experience of working in a responsive reactive planning environment | A | 3 |
| Experience of IT and inputting relevant data. Ability to support the development of relevant IT systems to ensure service continuity | A | 3 |
| Experience of working in a customer facing environment | A | 2 |
| Experience of organising work programmes, rotas or similar workload management tools | A | 3 |
| Evidence of continuous professional development (where applicable) | A | 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. | | |
| ECDL or equivalent IT qualification | A | 3 |

| Other Essential Requirements | | | | |
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| An awareness of, and commitment to, equality of opportunity | | | I | 3 |
| Awareness of, and commitment to, confidentiality and handling data | | | I | 3 |
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| Prepared by: | | Date: | July 2024 | |