# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Team Leader - JCR Reablement

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Eastbourne

# GRADE: East Sussex Single Status Grade 8

# RESPONSIBLE TO: Intermediate Care Manager

# Purpose of the Role:

Support the Intermediate Care and Deputy Managers in ensuring service quality is maintained and staff are supported and effectively managed by being responsible for a designated group of staff. Manage and lead the staff group to support clients and maintain independence at home. Support staff to identify and review individual users’ needs, ensuring that they are receiving an effective and appropriate service. To manage a designated area within the team, research and share knowledge of specialist area and provide training to staff.

# Key tasks:

1. Co-ordinate and prioritise caseload and act as the lead for clients referred for services which includes identifying goals and required package of care, implement individual home reablement programmes in accordance with service criteria, care and service plans. Assess and identify risks. Undertake manual handling when appropriate.
2. Direct Support Workers and Lead Support Workers to monitor clients, create and implement a reablement package of care.
3. Evaluate client’s progress and organise when and how the Client can be discharged from the service.
4. Be responsible for a cohort of staff, lead and manage them. This includes adhering to HR policies that involve HR topics such as recruitment and induction, attendance, performance, grievance, disciplinary and change consultation. Be responsible for timely and regular supervision and appraisal, including coaching and development of all staff within their delegated area of responsibility. This includes accurate staff record keeping, chairing team meetings and keeping managers informed of relevant actions.
5. Have lead areas of responsibilities to improve the quality of the service, research and share knowledge including service improvement suggestions for lead areas, provide training workshops and produce reports on progress.
6. Support staff and clients to administer medication safely and in line with guidelines. Identifying and managing risks where they occur. Reporting and documenting incidents as required. Promoting independence with medication, utilising technology where it is appropriate to do so.
7. To attend reviews and prepare reports about individual clients for the purpose of regularly reviewing their needs with senior staff, family and other professionals.
8. Record accurate client data on information systems and on paper records. Provide verbal and written feedback to the client, their carer and other health professionals as required, in order to ensure that everyone involved in the programme is aware of situation/progress. Work within an inter-professional framework with other health and social care staff, voluntary organisations and other agencies involved with the care of the client. Work positively within the team and attend appropriate meetings involving the client, team meetings, supervision and training as required.
9. To assist clients concerning statutory and non-statutory services, referring, where necessary to the relevant service.
10. To support carers and refer on to the relevant services, where appropriate.
11. Be responsible for managing work rotas, allocating work and participate in any “on call” systems agreed with line manager in line with agreed budgets. You will be expected to help in emergency situations in the community and may be required to provide care in other establishments to support Adult Social Care fulfil their Care Act responsibilities. I.e. you may be required to assist clients in an independent home in the community, which the organisation needs to assist. Work shifts in order to provide senior cover and perform a telephone duty role on an ongoing rota basis designed to meet the needs of the service including to cover other peers leave which may be at least 25% of the week.
12. Ensure the health and safety of clients is maintained and safeguard the well-being and health of clients in their care reporting concerns promptly. Make decisions as a lone worker on home visits, in relation to changing situations, unpredictable deterioration in health or condition as well as health and safety and report these observations to the appropriate professional if changes in health or care needs have been identified. Treat clients of the service with dignity and respect and maintain confidentiality, in line with the departmental policies, procedures and statutory requirements. Comply at all times to the standards and codes of conduct set out by Skills for Care.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# JOB TITLE: Team Leader - JCR Reablement

# GRADE: Single Status 8

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Ability to work as part of a multi-disciplinary team. * Good IT skills * Effective verbal and written communication skills. * Problem solving skills * Ability to use initiative and prioritise own workload. * Able to implement Care Standards by coaching/training staff. * Ability to converse at ease with customer and provide advice in accurate spoken English. * Ability to identify and manage risks. Responding appropriately and in a timely manner as required. * Ability to adhere to HR policies and seek guidance when appropriate. * Ability to provide training workshops to groups of staff. * Ability to research and update knowledge. |

# Desirable key skills and abilities.

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| These criteria will be assessed at the application and interview stage |
| * Report writing experience |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Lead adult care worker Level 3 apprenticeship   Or   * Senior health care support worker Level 3 apprenticeship   Or   * Level 3 Diploma in Adult Care   Or   * Level 3 Diploma in Healthcare Support   Or   * Equivalent qualification * Maths and English at level 2 or above   \* For more information on apprenticeships and the training available for this position please visit our [apprenticeship page](https://www.eastsussex.gov.uk/jobs/apprenticeships/) on our website |

# Desirable education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Level 4 Diploma in Adult Care * When available the Level 4 Lead practitioner in Adult Care apprenticeship * Qualification in Reablement Assistance Programme |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Awareness of Health & Safety issues. * Understanding of good practice in relation to supporting clients. * Knowledge of Departmental policies and procedures. * Comply with the Department’s standards in line with Skills for Care Code of Conduct. * Understanding of the Essential Standards of Quality and safety. * Awareness of guidance and national drivers in relation to Adult Social Care. |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Awareness of CQC Key lines of enquiry and how these apply to the service * Awareness of budget management principles |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of working in a relevant caring profession. |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of staff supervision, recruitment, training, induction and appraisal. * Experience of Coaching |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Ability to work on own initiative as well as part of a team. * An enabling and flexible attitude which enhances individuality, independence and self-respect for the client. * Effective team player. * Ability to use initiative and exercise discretion within a framework of existing policies. * Ability to remain calm when demands are conflicting and competing. * Ability to act as a role model to staff * To work flexibly to meet the demands of the service. * Self-motivated, with the ability to motivate and encourage others. * Must be able to drive and have access to a car, or the ability to demonstrate how you would meet the travel requirements of the role. |

**Date (drawn up): September 2020**

**Name of Officer(s) drawing up person specifications: RWC**

**Job Evaluation Reference: 11513**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes/No |
| Working with children/vulnerable adults | Yes/No |
| Moving & handling operations | Yes/No |
| Occupational Driving | Yes/No |
| Lone Working | Yes/No |
| Working at height | Yes/No |
| Shift / night work | Yes/No |
| Working with hazardous substances | Yes/No |
| Using power tools | Yes/No |
| Exposure to noise and /or vibration | Yes/No |
| Food handling | Yes/No |
| Exposure to blood /body fluids | Yes/No |