



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

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| <b>Job Title:</b><br>Shared Lives Officer      | <b>Role Profile Number:</b><br>SO3419                   |
| <b>Grade:</b> M 1<br><b>Salary:</b>            | <b>Date Prepared:</b><br>January 2017                   |
| <b>Directorate/Group:</b><br>Adult Social Care | <b>Reporting to:</b><br>Shared Lives Registered Manager |
| <b>Structure Chart attached:</b>               | No  |

### Job Purpose

- To monitor and make decisions on the suitability of placements for vulnerable adults in line with the Care Quality Commission standards
- To assess and recruit potential carers and present them to the Shared Lives Panel
- To take referrals, match and place people with Shared Lives Carers and to supervise and monitor service users and their carers to enable choice and independence.
- To assist the Manager in the development of the service.

### Key Accountabilities

- Manage a caseload of service users/carers and work with other professionals to ensure that Shared Lives meets the needs of the people who use the service; safeguard and promote their welfare and quality of life and make judgements on behalf of Swindon Borough Council and CQC.
- To assess potential carers for Shared Lives taking them through the recruitment process, including presenting prospective carer applications to the Shared Lives Panel for approval.
- To ensure current, complete and relevant information is made available to assist in the matching process of carers and service users in accordance with the Shared Lives policies and procedures and to support both the carers and service users throughout the process.
- To maintain a caseload and to supervise Shared Lives carers, ensuring they have the resources, skills and knowledge to fulfil their responsibilities. To provide the carer with clear guidance and support to maintain the level of care as determined by the CQC
- To monitor Shared Lives carer homes/ placements on behalf of the Registered Manager to ensure compliance with the Care Quality Commission.

- To make judgements and recommendations, including resolving any problems/issues relating to the continued suitability of the placement on behalf of CQC.
- To ensure that recommendations made in CQC and Shared Lives Inspection reports are implemented
- To ensure the accurate negotiation of fees, contracts, licences, with carers, service users, care management and other authorities are completed.
- To complete costing schedules for new placements.
- Ensuring that robust administrative and recording systems are in place and maintained in line with requirements stipulated by CQC..
- Record any accidents and incidents reported to Shared Lives, including notifying CQC in the event of more serious cases.
- In conjunction with the manager implementing and applying local and departmental policies and procedures and communicating these to staff at all levels, for example: Protection of Vulnerable Adults, supervision and taking appropriate action where required.
- To include assisting with the writing of internal guidelines and procedures as required.
- Ensuring that legislation and national guidelines are implemented and applied to the provision and development of the service, for example: Valuing People, the Equality Act 2010 and the Care Act 2014
- To assist in the formulation and implementation of the Shared Lives Service policies and procedures in compliance with current statutory requirements. To assist the Manager to revise and review these in line with changing legislation.
- Monitoring performance against agreed standards through the development and maintenance of quality assurance systems, to include the preparation of reports and statistical information as required.
- To develop the service and to participate in publicising and marketing the Shared Lives Service within the local community and surrounding areas. To take an active role in activities which raise the profile of the Shared Lives Service, to include service user participation and to act as a positive representative of the service.
- Responsible for the placement of emergency referrals, liaising with care managers, referring teams and Shared Lives carers, sometimes at very short notice.
- To organize and prioritise own workload and manage competing priorities.

### **Supplementary Accountabilities**

- Through a process of consultation to work with carers, service users in the collation and collection of feedback, ensuring carers and service users contribute to service development, policy and practice.
- To liaise with Shared Lives Manager on service and service user related matters and identify needs and gaps in service provision.

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Knowledge of working with vulnerable adults
- Knowledge of benefits
- Experience of supervising people
- Knowledge of National Minimum Standards for Adult Placements 2004 (CQC)
- Knowledge of care in the community and/or housing and health services, Supporting People.
- To be aware of national local and departmental policies and service developments. To interpret and implement these as appropriate to local resources.
- To work within the Departments Equalities Framework and ensure carers are aware of their responsibilities to remain non-discriminatory in delivering their service.

## **Qualifications**

- GCSE English Language and Maths at Grade C or equivalent standard.
- NVQ Level 3 or equivalent

## **Decision Making**

- Where necessary to convene and chair meetings
- To ensure that the work of the team is in line with legislation and quality standards as required by the Care Quality Commission
- To ensure that individual service users placement reviews take place at least annually, (more often if required).
- To ensure that due consideration is given to the compatibility of all people involved in a new placement. This will include annual carer reviews and 3 monthly monitoring visits.
- To be aware of indicators of abuse and following the appropriate procedures, in line with Swindon Borough Council's Safeguarding policy to ensure that full investigations take place.
- To assist in initiating and developing training opportunities for carers which have been agreed by the Shared Lives Service and Social Service department, particularly through an induction process and core skills training events.
- Decide on costing of a placement for new placements and for placements where needs have changed, using information gathered.
- Deciding whether or not a placement is correct, highlighting concerns to AP manager, contributing to a final decision being made.
- Determine risks and incorporate into the Risk Assessment to ensure safety and minimum risk to service users, carers and general public.

## **Creativity and Innovation**

- To be involved in the implementation of national, local and departmental policies and service developments, and apply this to the provision of service.

- To contribute to the future creative planning and expansion of the Shared Lives Service, and to lead in specific areas of development.
- As required and in discussion with line manager, participate in the formulation of plans, policies, guidance and procedures relating to Swindon Borough Council.
- To ensure development and training needs for carers are identified.
- To develop and expand methods of attracting service providers through the media, networking, public relations, marketing and liaison with internal and external agencies.

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| <p><b><u>Job Scope</u></b></p> <p>Provide supervision to paid Shared Lives carers.<br/>Monitoring of 75 service users in Shared Lives placements.<br/>Assessment and monitoring of Shared Lives Carers (who are self-employed carers).</p> | <p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p> | <p>No</p> <p>.</p> <p>No</p> |
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### **Contacts and Relationships**

- To ensure that the correct processes are followed when the service acts as an agent to Housing Benefit Department on behalf of the support providers.
- To work in partnership and liaise appropriately with:
  - i The Social Services Department,
  - ii Registered Carers and Support Providers
  - iii Service users
  - iv. Care Quality commission
- To work with Social Care teams, the Shared Lives Registered Manager and CQC Inspectors on the process of investigation into allegations of abuse, incidents and complaints.
- To develop and maintain links with other relevant organisations whether statutory, voluntary or private.

### **Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels

- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

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| <b>Employee Signature:</b>      | Print Name:  |
| <b>Date:</b>                    |              |
| <b>Line Managers Signature:</b> | Print Name:: |
| <b>Date:</b>                    |              |