



## Role Profile

<b>Job Title:</b> Reablement Supervisor	<b>Grade:</b> M	<b>Post Number:</b> SO3165
<b>Directorate:</b> Adult Social Care	<b>Job Family:</b> Social & Caring	<b>Date Prepared:</b> April 2022

**Role reports to:** Registered Manager or Senior team members

### **Job Purpose:**

The Reablement Supervisor will work as an integrated member of the Reablement Team and the wider Adult Health & Social Care multidisciplinary teams, to ensure support, line management and efficient deployment of Care Workers and Reablement Assistants who provide personal care and re-enablement to service users in their own homes or other location. This will include liaising with all other relevant stakeholders to ensure the safe, effective and efficient delivery of quality services to assessed service users. This will also include care for people at the end of life. The Reablement Supervisor may be asked to work with other service user groups at the discretion of the Manager.

### **Key Accountabilities**

- To be available to work within a flexible rota during days, evenings, weekends and bank holidays, to cover the needs of the service (at short notice if necessary) within agreed availability.
- Provision of support to Care Workers and Reablement Assistants in “the field” including cover, induction, supervisions, appraisals, team meetings and ongoing learning and development.
- Liaising with all other relevant stakeholders to ensure robust information is received on all referrals, enabling them to carry out risk assessments, devise a Personal Plan and carry out all other processes and paperwork, to meet CQC and other statutory and local requirements. Ensure that a personal Shared Care Folder is present in each service user’s home.
- Ensure that all risk assessments are regularly reviewed and updated to ensure the safety of both service users and the staff working with them. This could include risks with the environment, assistance with medication administration, assistance with finances, moving and handling, therapy regimes, Telecare or Telehealth equipment – this is not an exhaustive list.
- To continuously assess service users’ needs and monitor against the aims, objectives and outcomes of the Personal Plan, making adjustments and communicating these to all relevant people, where support can be reduced or ceased, in a timely manner.
- To be proactive in liaising with other professionals/family members and Carers, reporting any key concerns to respective Senior Staff in line with the requirements of all relevant legislation & local

policies, procedures and guidance, including potential Safeguarding concerns.

- To participate in a range of formal and informal meetings/feedback regarding service users' abilities/needs. This will include organising and/or being part of regular Service Reviews.
- To provide hands on support with services users in times of crisis or when further support/monitoring is required.
- To be prescribers for a selection of core equipment/aids, to promote client independence.
- Working alongside other health & care professionals, proactively participate in the ongoing monitoring of service users mental and physical health, enabling them to access necessary equipment and/or other support as required. To also contribute to the promotion of positive links with other locality community agencies/groups and external providers if transferred to them at the end of their period of Intermediate Care.
- To support service users to advocate for themselves as much as possible, where appropriate, and address issues of concern on behalf of the service user, sourcing advocates and possibly interpreters where required.
- Ensure the maintenance of accurate and up to date records of work with service users and staff, including report writing of all visits, occurrences, and medication errors/concerns, recording and reporting any accidents, incidents or near misses that occur.
- Monitoring of the delivery of quality services, including service monitoring, staff performance monitoring, dealing with complaints, accidents, incidents, disciplinary action and grievances, carrying out or assisting with any required investigations.
- Ensure compliance with all Financial Regulations including regular auditing of all relevant financial paperwork/processes/systems.
- Attend all required identified training, meetings, one-to-ones and appraisal to improve and broaden knowledge and skills base and to keep up to date with current issues. Be proactive in relation to your ongoing professional development. To participate in the recruitment, training and induction of new team workers where required.
- To co-ordinate and ensure delivery of physical and emotional support for service users who may be nearing the end of life, in conjunction with their families, friends and other professionals, with support from staff team and seniors.

### **Supplementary Accountabilities**

- To be aware and comply with all relevant legislation, policies, procedures & guidance on Health & Safety, Manual Handling, COSHH, Food Hygiene, Fire, First Aid and Accident/Incident reporting (not exhaustive list)
- To demonstrate a good degree of physical capacity to walk, sit, stretch, bend, twist, support, balance and frequently handle service users and items of equipment
- To make decisions in an emergency, which may affect service users, i.e. liaising with Ambulance

<p>Service, District Nursing, Police, out of hours GP, Homeline, On Call officer and other professionals, carers and family and any other out of hours service</p> <ul style="list-style-type: none"> <li>• Deputise for the Manager at meetings or other events in their absence or when requested to do so</li> <li>• Demonstrate a commitment to safeguarding, and promoting the welfare of children, young people and/or vulnerable adults. The post is Exempt from the Rehabilitation of Offenders Act 1974 and subject to an enhanced CRB Disclosure and/or ISA registration</li> </ul>	
<p><b>Job Scope:</b></p> <p><b>No &amp; type of jobs Managed:</b></p> <ul style="list-style-type: none"> <li>• Reablement Assistants, approx. 7</li> </ul> <p><b>Typical tasks supervised/allocated to others:</b></p> <ul style="list-style-type: none"> <li>• Hands on support to service users living in their own homes, or other location</li> <li>• Rostering of staff to clients. Working with other professional bodies</li> </ul>	<p><b>Job Scope:</b></p> <p><b>Budget:</b> None</p> <p><b>Assets:</b> Personal Protective Equipment Mobile phone/PDA, Laptop</p>

**PERSON SPECIFICATION**

<p><b><u>ESSENTIAL</u></b></p> <p><b>Knowledge &amp; Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of caring for vulnerable adults, with a wide range of complex needs</li> <li>• Knowledge of the issues affecting vulnerable people</li> <li>• Knowledge of Anti discriminatory practice.</li> <li>• Understanding of Health and Safety and manual handling issues</li> <li>• Understanding of the need to keep within professional boundaries</li> <li>• Experience of lone and team working</li> <li>•</li> </ul>	<p><b><u>DESIRABLE</u></b></p> <ul style="list-style-type: none"> <li>• Experience of working in the community or care home on a one-to-one basis with service users</li> <li>• Experience of working in a Registered Service, under CQC minimum standards</li> </ul>
<p><b>Decision Making:</b></p> <ul style="list-style-type: none"> <li>• Solving issues for service users, as they arise, in consultation with a senior if required</li> <li>• Awareness of when to seek advice and/or report issues to management</li> <li>• Organisation of time in negotiation with managers and service users</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of decision making in relation to staff and service users</li> <li>• Proven time management experience</li> </ul>

<p><b>Contacts and Relationships:</b></p> <ul style="list-style-type: none"> <li>• Ability to develop and maintain good communication with all relevant agencies and service user’s family and social contacts, whilst only sharing information on a “need to know basis”</li> <li>• To chair, attend and participate in regular team meetings and supervision and maintain regular contact and communication with other team members</li> <li>• Ability to communicate with service users at a level that they understand, whilst being respectful and preserving dignity</li> <li>• Where joint work takes place, ensure good communication with other professionals/teams</li> <li>• Ability to keep accurate and complete records of all contact with service users</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of multi-disciplinary working</li> <li>• Experience of working with people with various communication restrictions.</li> <li>• Experience of Data Protection and Freedom of Information requirements</li> </ul>
<p><b>Creativity &amp; Innovation:</b></p> <ul style="list-style-type: none"> <li>• Communicate with service users using various methods and resources.</li> <li>• Changing approach to produce results where required.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and/or knowledge of other known communication methods.</li> <li>• Previous experience of working creatively to meet service needs</li> </ul>
<p><b>Job Specific Competencies:</b></p> <ul style="list-style-type: none"> <li>• To hold NVQ Level 3 in Care or have the ability to achieve it within 18 months</li> <li>• To be suitably literate and numerate</li> <li>• To be physically flexible and fit to work in confined spaces e.g. bending to assist with items of clothing, bathing, assisting service users transfer in and out of bed, from bed to chair and sit to stand</li> <li>• To be suitably mobile to travel within the Borough boundaries as required</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE in Maths &amp; English, or equivalent</li> <li>• Car owner and driver</li> </ul>
<p>This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>Staff must work in accordance with the South West Child Protection procedures and Child Protection/Safeguarding Policy and understand their role within that Policy.</p> <p>In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information</p>	

Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health & Safety at work Act 1974 and the Management of Health & Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health & safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date:

**Standards Which Apply to all Posts:**

Housing and Social Care is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

You have a duty to report abuse immediately, and to take appropriate action in accordance with Swindon Borough Council policies. Information and / or training will be given to all staff around how to recognize abuse and the reporting procedures.

Ensure that any identified personal training needs are discussed with the immediate supervisor.

Undertake any other duties that can be accommodated within the grading level of the post.

**NOTE:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department always in consultation with the post holder. Staff may be asked to work in other locations to meet the changing needs of the service.