**Job Description & Person Specification**

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| **Post Title** | Recovery and Independence Team Co-ordinator |
| **JE Reference**  | W459 | **Grade**  | F | **SCP Range** | 29 - 31 |
| **Directorate** | Adult and Communities  |
| **Service** | Adult Services |

**Reporting line:**

Reablement Services Manager

Recovery and Independence Team Co-ordinator

Recovery Assistants, including Supervisory Assistants

# **Directorate Purpose:**

The Adult and Communities Directorate brings together the major services which impact on the wellbeing of all citizens in Redcar and Cleveland. The Directorate aims to reflect the complexity and range of services required to meet the national and local change agenda for children and young people, schools, adults and older people.

# **Service Responsibilities:**

Redcar and Cleveland Commissioning and Adult Services seek to deliver the vision of better outcomes, greater satisfaction and lower costs with increased efficiency and better information. Our strategic aims include:

* To widen our “offer” to a broader range of people through targeted prevention;
* To shift our investment – from high-cost services for relatively few people to better value for money services for more people in the community;
* To ensure that people can benefit from a wider range of modern, flexible services
* A high quality, integrated infrastructure and organisational capability that supports the delivery of the vision

# **Job Purpose:**

# Under the direction of the Reablement Services Manager provide a high quality service which meets the requirements of the Health & Social Care Act (2008), the Care Quality Commission registration and Redcar & Cleveland Borough Council’s Quality Standards.

# The aim of the service is to prevent people from becoming reliant on Care Services and to support their recovery from crisis, illness or injury by focusing on recovery and independence, with a staff team capable of offering a rapid response, rehabilitation and reablement service dependent on need.

# **Relationships:**

**Accountable to:** Reablement Services Manager

**Accountable for:** A Team of Recovery Assistants and Supervisory Assistants

**General Contacts:** Therapy staff, GP’s, Referrers to the service, Social workers, people who use the service, carers, suppliers

# **Key duties and responsibilities:**

1. To assist the Manager in the day to day direction and guidance of staff ensuring that they understand the aims and objectives of their role in meeting the assessed needs, wishes and aspirations of individual service users.
2. To assist the Manager and ensure that work is carried out in accordance with all relevant statutory policy, codes of practice and procedural guidelines of Redcar & Cleveland Borough Council.
3. To take a role in the maintenance of a healthy, safe and secure environment for staff service users and visitors. This includes carrying out risk assessments, building checks, accident reporting and investigation, and other Health and Safety requirements as determined by current Health and safety Legislation and Council Policy.
4. To provide and maintain a system of person centred care and support, including developing, reviewing, monitoring and auditing of care/recovery plans. Where determined by the manager, undertaking direct care and support ensuring that a high standard of person centred care/ support is provided and all information and records relating to care/ support activity are accurate and updated.
5. To be responsible for the safe ordering, receipt, administration, disposal and recording of medication and also undertaking audits of the Medication Management process under the direction of the Manager to ensure compliance with Redcar& Cleveland Borough Council’s Medication policy and procedural guidelines.
6. To assist the Manager in maintaining work programmes and working patterns for staff, ensuring the appropriate staffing levels at all times. This may include rearranging the service, notifying and informing service users of service or staffing changes when staff report absent from work.
7. To undertake a range of administration duties, which may include: checking timesheets, mileage claims, ordering goods and services, dealing with cash, petty cash claims, dealing with telephone enquiries, absence reporting and maintaining records and documents in line with the Council’s Policies and procedures.
8. To manage team and staff including recruitment, selection, induction, supervision and appraisal, absence management as well as providing ongoing support and development in accordance with the Department’s policy and procedures.
9. To assist the manager with identifying team and individual training/ development needs and actively engage in meeting the identified needs, where appropriate.
10. To ensure continuous service improvement by supporting the manager in preparing for and taking part in audits, reviews and inspections. The post holder will also take part in carrying out quality assurance checks and implementing action plans.
11. To manage to undertake investigations into informal complaints, assess situations and seek resolutions to avoid the development of formal complaints. This includes informing the manager of any issues, changes or constraints which may result in failure to provide an effective service.

1. To establish and maintain good working relationships with health care professionals, assessments teams and other agencies to support and enable service users to reach their full potential.
2. To chair meetings with staff and service users, and take minutes as determined by the manager of the service.
3. Visit service users in their own homes, hospitals, and residential settings to complete an assessment to arrange service provision. Reviewing and assessing rapid response referrals and signpost to appropriate service.
4. Identify the service user’s desired outcomes and. if necessary, order small items of equipment, agree and sign contract, undertake the relevant Health and Safety checks. Advise the service user of any hazards and where practicable resolve the situation.
5. To work to a roster relevant to the work setting, which may include weekend, evening work and providing out of hours support for staff on a rota basis as and when required. The post holder may be required to work within other establishments within Redcar and Cleveland boundaries if the need arises.
6. To undertake any other duties and responsibilities as directed commensurate with the nature and grading of the post

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** January 2018 **Author:** Karen Bowers

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| **POST TITLE** | **GRADE** | **DIRECTORATE** | **SERVICE** |
| Recovery and Independence Team Co-ordinator | F | Adult and Communities Services  | Adult Services |

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| **NOTE TO APPLICANTS**Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * A minimum of three years practitioner experience of working with vulnerable people and if applicable their families
* Experience of working in a supervisory role
 | * Experience of working with other agencies in co-ordinating good quality packages of care
 | A I |
| **SKILLS AND ABILITIES** | * The ability to work as part of a committed team
* Good organisational skills, the ability to work under pressure to meet deadlines and targets.
* The ability to work effectively in situations that present challenges.
* Ability to maintain quality care standards which meet CQC’s Fundamental Standards.
* Ability to contribute to the care planning process and ensure individual service user/risk management plans are monitored and reviewed regularly.
* The ability to supervise, direct, motivate and support staff
* Excellent communication skills, including good oral and written communication skills
* The ability to use IT equipment effectively, including email and Microsoft word and undertake a range of admin tasks.
* Full driving licence and access to a car for work purposes
 | * The ability to work with other professionals in developing, implementing, monitoring and reviewing support plans.
 | A I R |
| **EDUCATION / QUALIFICATIONS / KNOWLEDGE** | * NVQ Level 3 in Care or equivalent

 * NVQ Level 3 or above in management
* HSC Unit 375 (or equivalent) administering medication, or be committed to achieve within 3 months of employment.
* ‘Care in Medicines’ accredited update
* Literacy Level 1. Commitment to achieve level 2
* Numeracy level 1 Commitment to achieve level 2
* A commitment to undertake and achieve all mandatory training
* Knowledge of conditions, and illnesses related to the client group.
* Knowledge of relevant legislation e.g. Health & Social Care Act 2008 & Health and Safety at Work Act, Protection of Vulnerable Adults and Mental Capacity Act.
* Knowledge of department policies, procedures and practice guidance
 | * NVQ Level 4 or equivalent in care
* A1 assessors award or equivalent Knowledge of Reablement and Rehabilitation services
* UCCE – level 4 Introduction to the Assessment of ADL equipment or equivalent
* First Aid at Work Certificate
 | A I C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours
* Commitment to own continuous personal and professional development
* Strong team player, committed to an ethos of continuous improvement
 | * Evidence of own continuous personal and professional development
 | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users
 | * Evidence of having completed training in equality and diversity awareness
 | A,I |
| **COMMITMENT TO SERVICE DELIVERY / CUSTOMER CARE** | * Commitment to provide a customer-focussed service
 | * Evidence of surpassing customer expectations or service targets / goals
 | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE