

## Role Profile

<b>Job Title:</b>	<b>Team Leader Reablement Service</b>	<b>Grade: 10</b>	<b>Spinal column point range:</b>
<b>Department:</b>	Adult	<b>Post no:</b>	
<b>Directorate:</b>	Social Services	<b>Location:</b>	<b>Perceval House</b>

<b>Role reports to:</b>	<b>Registered Reablement Manager</b>		
<b>Direct Reports:</b>	Home Care Assistants – Reablement Services	(3)	
	Home Carers – Reablement Service	(48 approx)	
<b>Indirect Reports:</b>	Apprentices	(as and when)	
	Volunteers	(as and when)	
	Students	(as and when)	
	External Providers	(as and when)	

*This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.*

### JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable)**

#### PURPOSE OF ROLE:

- To manage the delivery of a Reablement Service with a team of Home Care Coordinators and Reablement Home Carers
- Provide service delivery 365 days of the year between the hours of 7am and 9pm.
- Support the manager to ensure that the Reablement Service meets the Care Quality Commission requirements and adheres to Ealing Council's policies and procedures.
- To be responsible for ensuring that an excellent service is delivered to customers' borough wide.
- To receive customer referrals from the Reablement Assessment Team, ILS Social Workers and other health professionals and negotiate levels and patterns of appropriate support required.
- To ensure accurate communication between purchasers is undertaken with regard to customers where Reablement is not an option.
- To deliver person centred support to customers with the aim of enabling them to remain independent within the community. To achieve this, accurate records need

to be maintained about the availability of staff (rosters) their personal strengths and skills required through training.

- To work closely with colleagues in the Reablement Assessment Team to develop the Reablement service to provide a responsive, flexible and cost-effective service.
- To visit customers and undertake risk assessments, quality monitoring and staff performance.
- To monitor the whereabouts of the staff team by checking the Councils electronic monitoring system and record and action findings as appropriate.
- To undertake supervision, appraisal, absence monitoring and Carer Meetings for allocated staff.
- To be available for supervision, appraisal, Management Meeting.
- To ensure all staff received mandatory training as part of their role.
- To act on behalf of the registered manager as required.
- To act within Ealing Council Code of Conduct, Safeguarding and Dignity in Care policies and procedures.
- To set, monitor and review professional standards of support within the service, promoting innovation and good practice and dealing effectively with poor performance.
- To attend multi-professional meetings and update with customer progress as appropriate.
- To work flexibly and to undertake any other duties and responsibilities of a professional nature and at a similar responsibility level to those described above as delegated

**KEY ACCOUNTABILITIES:**

- To manage the Reablement Staff
- Providing Equal Opportunities Framework within the Reablement Service
- Working in partnership with other agencies including health professionals.

**KEY PERFORMANCE INDICATORS:**

- PI Targets – **(Support in the Community to remain Independent – Prevention of Admission)**
- Risk Assessments
- Support Plans
- Reviews
- Quality Monitoring

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Reablement Assessment Team
- Locality teams, HAT, OT, ARC
- Community Services
- NHS

- Voluntary Sector
- Contracts

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

- Health and safety and wellbeing of customers and staff
- Day to day management of customers and staff
- Ensuring Ealing policies and procedures are implemented

## Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Enhanced Disclosure and Barring Service (DBS) check.

### ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- 1) Demonstrate knowledge and experience of care planning and assessing customer's needs in consultation and partnership working with the Reablement Assessment Team.
- 2) Ability to undertake and participate in the recruitment, selection and induction of staff which includes a key role in the implementation of training and development.
- 3) Ability to manage and monitor the performance of staff and advise the manager on staff issues, escalating if required.
- 4) Ability to provide accurate management information for business plans and service monitoring processes as and when required.
- 5) Ability to understand and maintain computerised and manual office records and rotas.
- 6) Ability to work under pressure, plan and organise own workload and set priorities to meet deadlines.
- 7) Ability to participate in a roster to undertake duties to maintain service delivery over 24-hour period, 7 days per week, 365 days per year including Bank Holidays and extra leave days as appropriate in order to cover the Home Care Service Borough wide.
- 8) To be part of an out of hours Duty rota and to cover colleague's absences as required.
- 9) Ability to communicate effectively and have excellent verbal and written skills with stakeholders and professionals both internally and externally
- 10) Ability to deal with enquires from staff, public and other agencies courteously and efficiently, having regard to equal opportunities and customer care.

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION  
(e.g. HCPC)**

- 1) Three years' experience of managing a similar service within local government and /or health sector.

OR

- 2) A nationally recognised qualification in management e.g CMS, DMS or NVQ Level 4 or the willingness to undertake NVQ 4.

## Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>