

Title Reablement Coordinator	Department Adult Social Care and Public Health	Post Ref.
Job Purpose To be responsible for the efficient and effective deployment of reablement resources throughout a person's reablement journey.		
Key Responsibilities <ol style="list-style-type: none"> 1. Receive and process new requests for the reablement service 2. Plan, coordinate and maximise capacity in the reablement service and be responsible for its efficient and effective use 3. Manage an electronic scheduling system and other IT applications to deploy staff to complete visits, ensuring people receive the agreed support plan between 7am and 10pm, 365 days a year. 4. To provide support and advice to Reablement Workers and Senior Reablement Workers, including the monitoring of staff whereabouts and welfare in line with the health and safety guidance on lone working. 5. Receiving requests to amend a person's visit schedule and making the necessary changes on the electronic scheduling system 6. Plan reablement reviews using the electronic scheduling system 		Key Accountabilities <ol style="list-style-type: none"> 1. To work to achieve and maintain high standards of quality and efficiency in the services provided by Nottinghamshire County Council and the Adult Social Care and Public Health Department. 2. To ensure the electronic scheduling system is up to date and to alert managers of any issues with capacity. 3. To ensure that all reablement support calls to people are covered by a reablement worker or a senior reablement worker. 4. To process new requests for a reablement service in a timely way and meeting the timescale requirements for a service start date of other agencies to support the avoidance of delays in transfer of care 5. To ensure that the reablement support plans are available in the event of contingency planning. 6. To adhere to the County Council policies and procedures and the Nottinghamshire County Council Code of Conduct.

<p>7. Provide timely alerts and information to Reablement Workers and Senior Reablement Workers</p> <p>8. Record and coordinate annual leave, sickness and other absences and plan on the electronic rosters and alert managers of staff absence</p> <p>9. Diary plan supervision, team meetings and training on the electronic scheduler</p> <p>10. Input information on to IT systems including Mosaic</p> <p>11. Respond to queries from people about their reablement service</p> <p>12. Liaise and collaborate with other staff and services, both internal and external, as necessary</p> <p>13. Manage information and actions returned on on-call sheets by Senior Reablement Workers</p> <p>14. Participate in emergency planning responses and arrangements under the direction of the service and senior managers</p> <p>15. Manage and record information accurately and appropriately, maintaining confidentiality and observing data protection legislation</p>	<p>7. To maximise and manage the use of available resources to meet the needs of the reablement service.</p>
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
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<ol style="list-style-type: none"> 1. Good understanding and proficient use of IT devices and systems, particularly departmental smartphones and electronic rostering applications. 2. Proficient keyboard skills. 3. Understand the concepts of reablement and outcome measures. 	<ol style="list-style-type: none"> 1. Puts into practice the Council's commitment to excellent customer care. 2. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 3. Works well with colleagues but also able to work on their own initiative. 4. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration 5. Works in a manner that puts people at the heart of everything we do and which empowers people and supports their independence. 6. Ability to work flexibly to meet the needs of the service and individuals using the service 7. Ability to communicate effectively both verbally and in writing. 8. Ability to prioritise and manage own workload. 9. Ability to respond appropriately to difficult situations and handle conflict. 10. Ability to work well under pressure. 11. Willingness to take responsibility for own personal development and participate in training and development activities as required.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 12. Experience of work scheduling to maximise efficiency. 13. Experience of time planning and diary management. 14. Experience of working in a multi-disciplinary team. 15. Experience in the use of a range of IT systems, including those to manage appointments and roster staff 16. Experience of working in a fast-paced environment. 	
<p><i>Role Dimensions</i></p>	

- 17. To provide cover for colleagues in the Maximising Independence Service as required
- 18. To participate in on-call duties as required

Please attach a structure chart

Date 10/12/19