



Title <i>Reablement Manager</i>	Department <i>Adult Social Care and Public Health</i>	Post Ref.
Job Purpose To supervise and manage the deployment of staff/other resources as necessary within the CQC regulated reablement service and to contribute to service planning and the development of the Maximising Independence Service. To work collaboratively with colleagues in the Maximising Independence Service to meet changes in demand		
Key Responsibilities <ol style="list-style-type: none">1. To work with colleagues across the Maximising Independence Service to ensure that outcomes for people are achieved and that people are supported to achieve the greatest level of independence as possible.2. To be responsible for planning and co-ordinating the deployment of reablement staff to meet the needs of the services or localities served3. To provide day to day management of staff supervised including, recruitment, development and performance through supervision, EPDR and direct observation of staff in line with quality assurance and training.4. To be an authoritative source of advice and guidance in relation to reablement, both for customers and colleagues on services, policies and processes including complex queries.5. To work to the required standard to satisfactorily comply with the expectations of a CQC inspection and participate in the inspection process as required, in line with the five key lines of enquiry.	Key Accountabilities <ol style="list-style-type: none">1. To deploy staff and resources efficiently, effectively and flexibly2. Report fluctuations and changes in the services supported to the Team Manager so that service levels can be maintained3. Accountable for the accuracy of work undertaken and quality of service provided4. To ensure service recording and delivery meets the requirements of National Minimum Care Standards.5. To adhere to County Council policies and procedures, Nottinghamshire County Council Code of Conduct and other relevant codes of conduct.6. To ensure that the employees you supervise are kept informed of and understand all policies relevant to their work	

<ul style="list-style-type: none"> 6. To ensure staff compliance with health and safety requirements, including the management of clothing and equipment and maintenance of records. Investigation of incidents and the undertaking of follow up actions as required by health and safety legislation 7. To ensure compliance with the use of electronic recording systems and consequential charging and payroll issues 8. To maintain oversight of the reablement service provided to people including requests for services, reablement support planning and risk assessments, the ongoing assessment and review including consultations/negotiations with service users and others, closure of the case or referral for ongoing service. 9. To prepare reports on performance and to contribute to the development and implementation of action plans to improve performance 10. To be responsible for the use of and regular monitoring of the service delivery using electronic and other systems and service user feedback 11. To undertake complaints investigations in line with defined complaints procedures 12. To be responsible for the co-ordination of on-call arrangements, including participation dependent on the needs of the reablement service 13. To participate in emergency planning responses and arrangements under the direction of Senior Managers. 	<ul style="list-style-type: none"> 7. To create a climate where the participation of all staff is encouraged to enable them to shape the service and work to their personal best 8. To have responsibility for staff welfare, guidance and support in conjunction with HR and other appropriate staff 9. Through the employees you supervise to implement and positively promote equal opportunities in service delivery and employment practices. 10. To promote and deliver fair and quality services that are sensitive and responsive to people.
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14. To identify and build effective working relationships with stakeholders to develop the service and ensure delivery targets are met	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. Legislation and policy in relation to delivering social care in the community 2. Knowledge of the principles and practice of: <ol style="list-style-type: none"> a. Effective people management b. Relevant health and safety legislation c. Risk management d. Excellent customer service e. Promoting independence 3. Knowledge and understanding of the CQC five key lines of enquiry 4. Diploma level five in Leadership and Management or a willingness to work toward it and be/become an assessor, or equivalent 5. Full current driving licence 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> 6. Sets an excellent example of customer care for other staff. 7. Effectively sets direction for a team providing motivation for all to deliver high performance. 8. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness 9. Support staff to work towards challenging targets as well as delivering a high degree of personal effectiveness 10. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards 11. Takes an active role in managing risk, health and safety and safeguarding issues. 12. Ability to communicate effectively both verbally and in writing. 13. Ability to make decisions in relation to service provision, quality assurance, risk management and continuity of service
<p>Experience</p> <ol style="list-style-type: none"> 15. Experience in social care or similar environment in a managerial/supervisory role 16. Experience of multi-agency working 17. Experience of working in a multi-disciplinary team 18. Experience of working with IT systems including the ability to analyse information 19. Experience of staff supervision and employee development 	

<p>20. Experience of problem solving and complaint resolution 21. Experience of producing written reports 22. Experience of effectively managing difficult situations and handling conflict in a positive way</p>	<p>14. Works in a manner that puts people at the heart of everything we do and which empowers people and supports their independence.</p>
<p>Role Dimensions</p> <p>23. Responsible for the management of a group of reablement staff (up to 15 FTE) within the Maximising Independence Service 24. To liaise and collaborate with other staff and services within and outside the organisation e.g. health, providers, in the interests of service provision and the wellbeing of people, including safeguarding of adults 25. Ensuring effective and efficient use of the travel budget 26. To deputise for the team manager as required 27. To cover for colleagues in the Maximising Independence Service as required 28. Supporting to increase the capacity of the maximising independence service to help deliver transformation and savings to improve outcomes for service users. 29. Urgent decision making to ensure service users safety</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 9/12/19