

Title Reablement Manager - START	Department Adult Social Care, Health & Public Protection	Post Ref.
Job Purpose The post holder is responsible for deployment of Re-ablement staff and other resources as necessary in the County and as a member of the Locality Management Team for the service will contribute to service planning and developments. The post holder will be expected to achieve NVQ Management Standards Level 4 or equivalent and become an NVQ Assessor.		
Key Responsibilities & Accountabilities 1. To be responsible for the recruitment, selection, induction and ongoing training and competence of staff. 2. 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. 3. To be responsible for the management of attendance, performance, discipline and other related personnel issues. 4. To ensure compliance with the use of electronic recording systems and consequential charging and payroll issues. 5. To provide supervision and support to individuals and teams through the process of one to-one, group or team meetings 6. To maintain oversight of requests for service, care plan 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 7. To visit service users and undertake risk assessments, reviews, monitor quality within an agreed framework and develop and implement action plans to improve performance.		8. To be responsible for the use of and regular monitoring of the service delivery using electronic and other systems and service user feedback 9. To liaise and collaborate with other staff and services within and outside Adult Social Care and Health in the interests of service provision and the wellbeing of the service user including safeguarding of adults. 10. To undertake complaints investigations in line with defined complaints procedures 11. To ensure service recording and delivery meets the requirements of National Minimum Care Standards 12. To work to the required standard to satisfactorily comply with the expectations of a CSCI inspection and participate in the inspection process as required 13. To be responsible for the management of devolved budgets, including the use of Departmental systems 14. To adhere to County Council policies and procedures, General Social Care Council Code of Practice and the Notts County Council Code of Conduct. 15. To be responsible for the co-ordination of on-call arrangements, including participation dependent on the needs of the service

16. To participate in emergency planning responses and arrangements under the direction of Senior Managers

17. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

Key Competencies:

1. Management of activities to meet service requirements.
2. Management of the use of physical resources.
3. Management of the use of financial resources.
4. Development of own resources.
5. Development of productive working relationships.
6. Selection of personnel for activities.
7. Development of teams and individuals to enhance performance.
8. Management of the performance of teams and individuals.
9. Responding to poor performance in the team.
10. Provision of information to support decision making.
11. Facilitation of meetings.
12. Monitoring of compliance with quality systems.

Knowledge

- Legislation and policy in relation to delivering social care in the community
- Understanding of the concepts of teamwork
- Understanding of the impact of stress on self and others
- Health and Safety legislation relevant to delivering social care in the community
- The principles of inter- agency working

Experience and Qualifications

- 3 years experience in social care or similar environment in a managerial/supervisory role
 - Experience in staff supervision
- Experience of problem solving / complaint resolution
- Experience of working with issues of diversity

- Full current driving licence
- Experience of working with IT systems
- Experience of producing written reports

Skills and Abilities

- Ability to maximise and manage the use of available resources e.g. staff and finances
- Ability to communicate effectively both verbally and in writing
- Ability to make decisions
- Ability to communicate assertively but in a sensitive and approachable manner
- IT skills including the ability to utilise data
- Ability to promote, organise and monitor services which maximise the independence of service users
- Ability to manage difficult situations and handle conflict
- Ability to prioritise and manage own workload
- Ability to be self motivated and work without direct supervision
- Ability to develop the knowledge and skills of staff through training and supervision
- Ability to work within a multi agency environment

Personal Attributes

- Commitment to the provision of high quality services and continuous improvement
- Commitment to the provision of support which gives dignity to the service user
- Willingness to take responsibility for own personal development and participate in training and development activities as required.

Departmental/Corporate Responsibilities:

To work to identify opportunities for improvements and the achievement and maintenance of high standards of quality and efficiency in the services provided by the Nottinghamshire County Council and the Adult Social Care Department. To be aware of and actively promote the County Council's corporate customer service standards, delivering fair and quality services in a way that is sensitive and responsive to all customers.

To develop and improve personal skills through participation in, and contribution to, formal and informal staff development processes and training geared to meet the requirements of the post and the changing business requirements of the Department.

To supervise and assist the efficient and cost effective use of resources and to participate in performance review systems for Departmental services and other measures allied to the supply, monitoring and effective utilisation of management information connected with the postholder's field of work.

To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information (including that of service users and other employees) which may become known to you in the course of your work or associated activities.

To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all. Also, in accordance with relevant legislation, to take reasonable care of your health, safety and welfare, and that of other persons who may be affected by the performance of your duties.

In carrying out the duties and responsibilities set out within the Job Description and in the context of developing working relationships with others, the post holder will be expected to demonstrate commitment to and comply with the specific requirements and the spirit of the County Council Equal Opportunities Policy. This principle applies equally to all aspects of the role.

