

Job Capsule Supplementary Information: ASC Reablement Development officer (Operational)

**This supplementary information for is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care
Job Level 4 Zone 1**

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Core Purpose: To facilitate the effective provision of reablement across various setting including dedicated reablement flats, hospital discharge transitions and community generated interventions. The post-holder will promote and reinforce the reablement agenda as a way of regaining independence and harnessing strengths based interventions. The role leads on ensuring that a person's potential is optimised by positively influencing service wide awareness of core reablement objectives and evidence based best practice to improve a person's physical, social, emotional and mental health outcomes.

Core Functions: Personal - The role is operationally centred and is virtually standalone in its responsibilities and focus. It requires a high level of autonomy and individual problem solving. As the reablement is constantly evolving the post holder will need take initiative to understand national and local agendas and drive meaningful and positive change

Reablement flats: To ensure the efficient use and management of the reablement flats and any accommodation linked to the provision of a reablement service as this agenda evolves and expands. Lead and chair weekly MDT meeting to ensure clear program of reablement whilst considering wider strengths based opportunities to promote independence.

Hospital and Community Reablement: To monitor, audit and provide qualitative feedback to these service areas to assist them with service development and ensuring compliance of reablement principles/standards. The post holder will have delegated powers to authorise complex care packages and to control access to reablement resources. The latter requires strong clinical and reasoning and decision making within relevant legislative frameworks

To support this discharge to assess hospital agenda, particularly with health partners, to avoid DTOCS and readmissions.

Budgets: To understand reablement resources particularly the financial budget. With manager to design clear mechanisms/pathways to provide contemporary and accurate financial projections to support informed strategic decisions

Reporting and audit responsibilities: To understand the purpose and outcomes of the reablement interventions and to produce reports that support organisational performance imperatives. To audit data and clinical reablement work to ensure consistency and quality. To provide qualitative and quantitative data with clear and coherent analysis of reablement trends and development opportunities/conclusions.

Promotion and development: To promote the reablement agenda to achieve its purpose of assisting the person to regain their confidence and the skills needed to return to living independently, Create relationships with partners and represent the reablement services at DTOC meetings, acute health teams, whole service coordinators so that reablement resources are most effectively used. Work closely with the reablement providers to

improve quality and competency. Gather information from those receiving reablement to qualitatively evaluate performance and coproduce service improvements.

Workforce development: To upskill health and social care workers to increase their knowledge and competency around reablement. To deliver training, develop systems and processes to support practitioners, be a central point for advice/guidance and offer continue quality assurance around practice. Develop a workforce understanding of risk management. Create a platform for closer relationships between the practitioner and the provider based on common purpose and mutual trust.

Integrated working: Developing and redesigning the reablement service in line with the reablement strategy including promoting integrated working with health partners.

Example outcomes or objectives that this role will deliver:

- Ensuring effective and efficient use of resources – by monitoring/overseeing access and referral points for potential customers. . Put systems in place to ‘case find’ if resources not being fully utilised. Attend contract monitoring meetings with the service provider and ensure compliance and/or work with them on any action plans where quality of provision is poor.
- Avoiding delayed transfers of care from our acute hospitals – working with the hospitals to identify potential clients who need a more intensive level of support once they leave the hospital. This, also contributes to reducing the chances of those individuals being readmitted.
- Integrated working providing a stronger working practice across a number of care and health agencies within the community. In Henderson court this will be achieved via a multi-disciplinary team meeting once a week and will involve a mix of the dedicated social worker, the housing provider, community therapist, district nurse, pharmacy and local GP working on our schemes.
- To promote and work with the voluntary and community sector to identify how they can work with our reablement clients to enhance and sustain their independence and tackle problems of social isolation.
- Involved in contract compliance and service improvements – these are new services that are developing and under constant review and revaluation the post holder will take forward new ideas and initiatives to tackle areas that are failing/blocks to progress and alternatives that will improve the experience for our customers.
- Good basic administrative management of keeping financial records and managing the input from business support areas this covers involves property issues, furniture, furnishings, fittings, equipment, aids and adaptations
- Ensuring care provided is up to standard and of good quality. Working closely with the provider to identify what is required and when.
- To regularly manage and run relevant training sessions personally for on-site for staff and carers, provide one to one training and commission training from external professionals when required.
- To monitor performance and activity information and report on these at regular intervals to the Multi-Agency Reablement Steering Group, Contract Monitoring Meetings and other relevant forums.
- Arrange relevant professional training when required around any specific issues that would enhance the service such as dementia awareness, safeguarding practice, manual handling and pressure sores.

People Management Responsibilities:

The post does not have any defined supervisory responsibilities at present but with the evolution of the Reablement resources at Henderson Court it could be expected that the role will involve the matrix management of core colleagues in scheme

The post holder may also be required to take a management role for various projects and/or temporary resource (agency workers, officers assigned to projects etc.). Full management of these staff members may be required such as providing supervision, issuing instructions and directing work, performance management etc.

The post holder will be required to be able to influence practitioners in the wider service on issues related to reablement.

The role will be expected to provide short briefing and training sessions to staff at all levels.

Relationships;

The post holder will be expected to engage, and organise and chair/lead meetings, with wide range of internal and external stakeholders. The role requires a person with high level communication and influencing skills, as reablement is delivered across numerous service areas and meetings may involve imposing an adherence to budget and practice standards when individual services may have conflicting priorities. The post holder therefore must be confident and assured when negotiating, with stakeholders at various levels of seniority and professional expertise, and not be deterred when strong challenge arises. This will require a strong understanding of reablement principles, clinical issues, and organisational imperatives and therefore it is important that the person is resilient and determined in a variety of often contentious situations.

Internal:

The post holder is expected to work closely with staff across the council as required. These relationships include (but are not restricted to):

- London Borough of Camden Sheltered Housing Staff and the Sheltered Housing Manager
- Operational Managers from the hospital social work teams (including the Accident and Emergency Social Workers), the Whole Systems Co-ordinator in strategic commissioning to ensure a quick smooth safe transition for customers from hospital into the placement takes place.
- Work closely with the contract monitoring staff and the joint commissioner for older peoples accommodation and attends the formal contract meetings with the two providers.
- Ensuring that any named social worker linked to a customer are actively working on the enablement gain and, if in Henderson Court , are actively making appropriate arrangements to resettle the customer to their home or other suitable accommodation.

External

- There is a mobile therapy team employed by CNWL – community health. Consisting of an OT and part time Physiotherapist (all of the work they undertake is overseen by the post holder although direct line management will be delivered by a health OT manager)
- Work GP and district nurses linked to Henderson Court. .

- Work directly with hospital central point of access to ensure that reablement resources are fully considered and judiciously considered. The post holder may need liaise with staff who are not Camden based e.g. the discharge co-ordinators, hospital therapist and nursing staff.

Work Environment:

The post holder is required to work flexibly across a range of locations as required by the work, however the primary work location will be 5 Pancras Square, where the post holder will have access to colleagues in Adult Social Care, Housing and other Council departments. The post holder will be expected to work visit the reablement flats are based at Henderson Court in Highgate and meet with people using the flats, health partners, housing staff and the care agencies to ensure that the resource meet its full objectives

As part of the role of increasing awareness of the reablement resources available the post holders would be expected to visiting our acute/non-acute hospitals or people at home in the community. There may also be some visits out of borough to hospitals/rehabilitation units or residential/nursing homes for ex-residents who are returning to the borough.

Technical Knowledge and Experience:

The role is operationally focussed

- Prior experience of working within a Health and/or Social Care setting
- Relevant Health and/or Social Care professional qualification (desirable)
- High degree of political sensitivity and experience of working stakeholders, the wider community, the NHS and other external partners
- understanding of the national and local drivers for Adult Social Care and health
- Excellent customer care services with an understanding of diversity principles within a customer care context
- Able to work on own initiative, and to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards, with minimum supervision
- Experience of providing informed advice to senior managers and other decision makers, including presentation of reports
- Data and financial analysis
- Experience of report writing and development of formal procedures and guidance
- Project management skills
- Advanced PowerPoint and Word
- Intermediate Excel

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

1. Deliver for people of Camden	Category 4 definition: Redefines customer services to improve the customer experience, keeping up to speed with trends and best practice.
2. Work as one team	Category 4 definition: Develops and maintains strategic partnerships and is a guardian of a transparent, trustworthy and collaborative work environment.
3. Take pride in getting right	Category 3: Aligns projects with Camden key strategies, sets clear measures of success. Plans for future activities six months - three years ahead.
4. Find better ways	Category 3: Sets and delivers challenging goals and takes a flexible approach to meeting outcomes
5. Take personal responsibility	Category 4 definition: Creates an engaging environment where staff are empowered and support each other to take decisions.

The post holder is also being asked to recognise when systems are failing and to look collaboratively with providers and partners for solutions within that process representing the interests of the authority.

Structure Chart

