Cumberland Council

Post Specification

Date	**August 2023**
PG Number	**6496**
Post Title	**Senior Reablement Coordinator**
Job Family	**People Care and Development**
Job Family Role Profile	**PCD10i**
Final Grade	**Grade 10**

To be read in conjunction with the job family role profile

Service Area description

The Reablement Central Business Function is a key part of the delivery of the reablement service.The role of the team is to provide excellent customer services to a wide range of stakeholders including staff, customers, practitioners and Health to ensure an individual's reablement episode is coordinated in the most appropriate way. The central business function is also responsible for accepting referrals, the rostering of reablement episodes and processing payroll for support staff.

Purpose of this post

The Senior Reablement Coordinator is a countywide role and responsible for staff management of a team of Reablement Coordinators who are geographically dispersed including support, supervision and appraisals to the Reablement Coordinators. They manage referrals into the service so an assessment can be completed. The identify capacity and coordinate cases to start within the service. They oversee and manage on a daily basis the Reablement Coordinators to ensure rostering of reablement episodes is completed, new cases are set up, the duty desk is running smoothly and payroll is completed.

Key job specific accountabilities

- To carry out effective recruitment, supervision, development, absence management, performance support and other people management functions to ensure Reablement Coordinators realise their potential. This includes managing Reablement Coordinators on a daily basis, some of whom may be outside your staff management team, to ensure thereis high quality customer service and the function is running as efficiently as possible.
- To review the quality of duty, rostering and information recording to provide clear adviceand operational support to reablement coordinators to ensure good quality customer service and recording is developed. Making clear recommendations to the manager to inform service developments and learning and development plans. Thus resulting in efficiency and consistency within the staffing resource. Responsibility to oversee the staff payroll is collated and processed accurately in a timely and appropriate manner with the responsibility for verifying accuracy and finalising process.
- Through effective team working, coordinate referrals through the service ensuring referrals are dealt with in a timely manner and allocated to the correct area so assessments can be planned and completed. To also collect and record accurately and efficiently relevant information to facilitate the prioritising of referrals thereby ensuring safeguarding responsibilities and reablement episode functions are supported.

- To ensure that customer needs are met to a high standard, taking into consideration planned or unexpected changes in service demands and addressing concerns and complaints in a timely manner and in line with Council Policy and Procedures.
- To support the Reablement Business and Systems Manager in the collection and presentation of intelligence on service needs, trends and to identify areas for improvement to ensure the service can continuously develop.
- Develop and maintain effective working relationships with other staff across the Directorate, external partner agencies, service users providing mutual assistance wherever possible, thereby ensuring that they receive information regarding these services.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post	
Budget Responsibilities	• Non-financial – staffing resource
Staff Management Responsibilities	• Responsible for staff team of up to 10 staff
Other	• Provide instruction, peer support and on the job training for colleagues to facilitate effective teamwork and colleague support.

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- 5 GCSE's at C grade or above including English and Mathematics, or an equivalent level qualification i.e. NVQ Level 3

Knowledge

- Use of IT applications including databases, word processing, spreadsheets and internet within an office environment.
- Good working knowledge of administrative systems and ability to follow established procedures.
- Understanding of the service user perspective.
- Use of client database in a Social Care context.
- Knowledge of the role of Health and Social care systems and services
- Overview of relevant legislation such as Data Protection, Health and Social Care, Care Act

Relevant Experience

- Experience of supervising or managing staff
- Relevant recent experience working in an administrative or financial office environment
- Experience of working within the public or voluntary sector

Skills

- Fully developed Literacy and good level of general maths
- Ability to develop and maintain accurate systems
- Ability to handle, analyse and interpret complex information accurately and with attention to detail
- Ability to communicate effectively orally and in writing with all levels of the organisation, service users and external agencies
- Ability to work independently and in partnership.
- Ability to deal with conflicting priorities and demands and to prioritise workload within strict deadlines.
- Organisational skills
- Ability to work flexibly as part of a team

- Able to maintain confidentiality at all times

Other

- Commitment to concept of Customer Care.

Disclosure and Barring Service – DBS Checks	
Job working circumstances	
Emotional Demands	• Some contact with distressed relatives in order to provide information
Physical Demands	• N/A
Working Conditions	• There will be a high level of working to numerous deadlines with conflicting demands, whilst managing interruptions dictated by the service • Indoors • 7 day working, shift patterns from 7am and through until 10pm.
Other Factors	
N/A	