

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Reablement Support Officer

### People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The Reablement Service provides care at home to people aged 18 upwards and is a short-term service. The main purpose of this role is to case manage the service users' journey through reablement. To visit the service user on day one and to set goals to promote their independence. Carry out weekly reviews and update performance against goals and amend or change goals accordingly.

The role will:

- Promote a service users independence, choice and dignity
- Motivate individuals to carry out day to day activities as independently as possible
- Work as a member of a multi-disciplinary team to provide high standards of reablement and recovery support to people across West Northamptonshire Council (WNC).
- Support timely hospital discharge, hospital avoidance, crisis and or carer breakdown
- Upskill and work with service users families/support network to enable, maintain and continue to provide support.

## **Accountable to:**

This role is accountable to the Supervisor/Team Manager.

## **Responsibilities:**

1. To be responsible for carrying out risk, manual handling and medication assessments and the direct delivery of a recovery, enablement programme in line with fundamental standards of quality and safety.
2. To be responsible for regularly reviewing persons' progress, monitoring the effectiveness and efficiency of the support plan, and making adjustments as necessary. To ensure that decisions for ongoing care or to discontinue, involving informal carers and other professionals, is communicated in a timely manner ensuring target dates are achieved.
3. To be responsible for maintaining case records, including utilising departmental electronic record systems, to ensure consistency or support to people and to assist with the smooth running of the service.
4. To be responsible for monitoring and attending to the health needs of individuals; skin care, wound care, removal of cannulas from hands and feet, pressure care, blood pressure and glucose monitoring level and to respond to clinical deterioration in order to improve a person's outcomes.
5. To manage challenging conversations and liaise effectively with service critical partners to ensure the service is delivered effectively. This would typically involve team leaders, nursing, social work, GPs, or therapy colleagues. Communication is face to face, email and by telephone. To act as an advocate for the service user in these communications.
6. To provide reassurance and encouragement to service users to enable them to manage their anxiety and regain confidence in daily living skills and to use appropriate techniques when working with service users with communication difficulties.
7. To be responsible for assessing, requesting, and installing low and mid-level equipment and order emergency repairs to maintain a person's independence.
8. To act as an identified case manager role, co-ordinating the care and carrying out initial safety and welfare checks on day of discharge, as defined within the Hospital Discharge & Community Support National Guidance.

9. To provide a flexible emergency back-up to the absence of home carers and care supervisors to ensure service continuity undertaking any duties arising.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to work in a way that promotes the safety and well-being of young people/vulnerable adults	Essential	A, I
Good verbal and written communication skills sufficient to write clear, concise and accurate reports and to enable effective communication with a number of agencies	Essential	A, I
Excellent interpersonal skills with the ability to listen and interact effectively with colleagues and on behalf of customers	Essential	A, I
Ability to handle and unexpected situation or difficult challenges, identify the source of a problem and find an effective solution	Essential	A, I
Ability to respond to change, open to feedback and committed to making ongoing improvements across the service	Essential	A, I
Effective use of appropriate equipment	Essential	A, I
Ability to successfully complete and understand the need for and application of mandatory training relevant to the role	Essential	A, I
Ability to inform customers on benefits and application systems	Desirable	A, I
Ability to follow procedures to ensure consistent person care and reduce liability risks	Desirable	A, I
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I
Full driving licence and access to a vehicle	Essential	A, I, D

Knowledge:	Essential / Desirable	Measured by
To understand and provide reablement support to our service users	Essential	A, I
Demonstrate an understanding of the safeguarding working practices that apply to this role for working with vulnerable adults	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience in a health or care setting sufficient to operate without direct supervision	Essential	A, I
Experience of delivering care services in a community based setting	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE Level 4 or equivalent	Essential	A, I, D
NVQ/QCF Level 2 in Health and Social Care or equivalent qualification	Essential	A, I, D
Working towards a relevant NVQ Level 3 in Health and Social Care or equivalent	Desirable	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:** Enhanced Disclosure and Barring Service check

## Day-to-day in the role:

<b>Hours:</b>		<b>Primary work base:</b>	
<b>Job family band:</b>	Care and Welfare Band 04	<b>Worker type:</b>	Operational Field-Based
<b>Salary range:</b>		<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

This role has been identified as an 'operational field-based worker' type, this means that you will be working from the community predominantly with an office base which is Chedworth House. The role includes lone working, regular moving and handling, a set shift pattern and driving between locations covering the whole of West Northants.

The role will be based on a fixed rota consisting of 4 on, 4 off shift rotation, made up two early shifts and two late shift. The service operates between the hours of 7am and 10.30pm.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

