



JOB DESCRIPTION

Post:	Reablement Support Worker (Grade F)
Reporting to:	Team Manager
Job Purpose:	<p>Work with customers developing, implementing and updating support plans, in consultation with other interested parties, which support independence and help minimise the risk of hospitalisation or residential care.</p> <p>Respond to customers in a crisis and provide personal care as required</p>

MAIN RESPONSIBILITIES:

1. Undertake an initial assessment and delivery of care and support to determine ongoing reablement needs and establish an appropriate support plan.
2. Respond to emergency situations in the community in partnership with health services, assessing who can be supported at home and providing short term support to maintain the person's safety.
3. Assess for, request, and install, low and mid-level equipment and order emergency repairs to maintain customers' independence.
4. Undertake risk, manual handling and medication assessments in order to safeguard customers and staff and to meet service standards.
5. Maintain case records, including utilising departmental electronic record systems, in order to ensure consistency of support to customers and to assist with the smooth running of the service.
6. Regularly review customers' progress, monitoring the effectiveness and efficiency of the support plan and making adjustments as necessary. Where necessary make recommendations for ongoing care or to discontinue service provision involving informal carers and other professionals as required.
7. For identified customers where additional expertise is required and with reference to the individual's support plan, provide practical and emotional support to help them maintain independent living.
8. Maintain good links with local communities, within the company and with other agencies, to enable the customers to benefit from the most appropriate services available.
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. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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

REABLEMENT SUPPORT WORKER (GRADE F)

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	✓	
Educated to GCSE or equivalent	✓	
NVQ Level 2 in Social Care or equivalent	✓	
Working towards a relevant NVQ Level 3 qualification		✓
EXPERIENCE & KNOWLEDGE		
Minimum one year's proven experience of health or care work sufficient to operate without direct supervision	✓	
Experience of delivering care services in a community based setting		✓
ABILITY & SKILLS		
Good verbal and written communication skills sufficient to write clear, concise and accurate reports and to enable effective communication with a number of different agencies	✓	
Excellent interpersonal skills with the ability to listen and interact effectively with and on behalf of customers and to react appropriately to a crisis situation	✓	
Practical approach to resolving problems and achieving results	✓	
Full driving licence and access to a vehicle	✓	
Flexible, adaptable and tolerant to meet the needs of the service	✓	
Able to meet the physical requirements of the roles	✓	
Ability to attend, successfully complete, and understand the need for and application of mandatory training	✓	
Able to inform customers on benefits and application systems		✓
Able to work within set procedures and systems		✓
EQUAL OPPORTUNITIES		
Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	✓	
Understanding of equality standards and diversity issues and their impact in social care services		✓

It is expected that someone new to the post would be reasonably competent in the role within approximately three months