**About the role**

The Prevention & Early Intervention Reablement Service Coordinator role is focused on supporting individuals to maintain their independence within their communities by providing information, support, and short-term care tailored to individual needs. The goal is to empower people to perform daily activities independently rather than relying on others.

**Team Overview:**

The P&EI Team is a multi-disciplinary group that provides timely and targeted support to enhance the quality of life for individuals, carers, and families. The team emphasises enabling people to make informed decisions about their care and support needs.

**Role Impact:**

The Reablement Service Coordinator plays a critical role in organising, recruiting, supervising, and managing Reablement Support Workers. The coordinator also manages resources, schedules, and performances to meet the needs of service users, supporting the organisation's mission to deliver high-quality, personalised care.

**For more information or to chat about this opportunity please contact Tracey Willis on 07785 475402.**

Appointment to this post will be subject to the outcome of an Enhanced Disclosure obtained through the Disclosure and Barring Service. The Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

**What will you be doing?**

The Reablement Service Coordinator in the P&EI Service will be responsible for a variety of tasks and duties that ensure effective service delivery and management of the team. Here are the key day-to-day responsibilities and duties:

**Staff Management and Supervision:**

* Organise, recruit, supervise, and provide line management to Reablement Support Workers.
* Conduct direct supervision, including observations and competency assessments, for staff on a four-weekly basis as part of the ‘Our Conversations’ process.
* Manage performance, including addressing sickness, absence, and disciplinary issues, and provide guidance through performance capability processes.

**Operational Management:**

* Plan and coordinate effective rotas to ensure sufficient staffing for teams, ensuring continuous service user visits and support.
* Manage an electronic scheduling system and other IT applications to deploy staff for assessments and support visits, ensuring service users receive the agreed care and support.

**Resource and Capacity Management:**

* Identify and manage capacity within the service to maximise efficiency in the allocation of care and support according to individual needs.
* Monitor and manage the geographical deployment of staff to ensure effective use of resources and budget adherence.

**Service Quality and Compliance:**

* Ensure compliance with corporate policies, procedures, and guidelines, including safeguarding and data protection protocols.
* Work within the requirements of The Care Act 2014, The Care Quality Commission (CQC) regulations, and other relevant legislation to provide personalised care and support.
* Maintain robust record-keeping using appropriate IT systems for monitoring and responding to feedback, complaints, conflicts, and incidents.

**Training and Development:**

* Interview, select, and provide induction, training, mentoring, and development opportunities for new staff, including managing apprenticeships.
* Lead on staff training, development, quality assurance, health and safety, or manual handling initiatives as needed.

**Communication and Decision-Making:**

* Communicate effectively with team members, service users, and other stakeholders to ensure clarity in service provision and expectations.
* Make decisions related to service provision, quality assurance, risk management, and continuity of care.

**About you**

You will be responsible for the organisation, recruitment, supervision, line management and development of Reablement Support workers in order to meet the assessed needs of individual service users. You will therefore need to be able to demonstrate experience of managing workloads and staff ensuring their training and ongoing development.

You will have experience of working collaboratively with internal and external service providers and also need previous experience of working in a community environment that provides a proactive and personalised approach to the delivery of care. You will be familiar with Health and Safety Guidelines, current social care legislation and CQC regulatory processes.

It is essential that you have or are working towards an NVQ level 3 in Health and Social Care or an equivalent qualification or Apprenticeship and, as this role requires travel across Cambridgeshire, you will need access to a car and have a full driving licence with business insurance. It is hoped to hold face to face interviews for this post the week commencing 24 march 2025.