

## Job Description

<b>Job Title:</b>	Prevention & Early Intervention Service Coordinator
<b>POSCODE:</b>	CCC0226
<b>Grade:</b>	S01

### Overall purpose of the job

Prevention & Early Intervention (P&EI), is about helping people to remain independent living in their communities, providing information and support to enable them to do things for themselves rather than having things done for them. This includes programmes of short-term care and support tailored to individual needs to help them re-learn the skills needed for daily living and maintaining independence.

The P&EI Team is a multi-disciplinary team working together to provide timely and focused support to improve their quality of life, supporting people, carers, and families to take control of and make well-informed choices about their or their family members' care and support.

The post holder will be responsible for the organisation, recruitment, supervision, line management and development of Lead Reablement Workers and/or Reablement, Social Care Support and ERS Support Workers, in order to ensure the effective deployment of staff to meet the assessed needs of individual service users, enabling safe and effective service delivery.

The post holder will also have responsibility for operational management of the P&EI Reablement Out of Hours, (including the on-call process), and the Duty Function Team(s).

The post holder will be responsible for ensuring that they work within corporate policies, procedures, and guidelines including but not limited to Data Protection Act, confidentiality and information sharing protocols, Cambridgeshire multi agency safeguarding procedures, and that these are adhered to, and concerns raised in accordance with these policies.

### Main accountabilities

Manage an electronic scheduling system and other IT applications, to deploy Lead staff to complete Reablement assessments and reviews, and to deploy support workers to complete visits, ensuring people receive the agreed care and support.
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Further, identify and manage capacity within the Service, in order to plan, coordinate, and maximise capacity and be responsible for its efficient and effective use in the allocation of care and support according to the individual needs of the service user.
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To manage and organise a staff group of Lead Reablement Workers and/or Support Workers, including the deployment of such resources to ensure the appropriate amount of care and support is provided to meet the needs of Service Users, and further ensure care plans and goals, have been agreed and explained.
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To plan and coordinate effective rotas that support P&EI Reablement Out of Hours, On-Call and Duty Function teams, to ensure sufficient staff are always available to manage Service User visits.
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To plan and coordinate effective rotas that support P&EI ERS/SCST teams, to ensure sufficient staff are always available to manage call outs and visits.
In consultation with P&EI Team Leads/Managers, interview and select new staff, and carry out induction, training, mentoring, probation, and development and/or apprenticeship for all Lead and/or Support Workers.
To undertake direct supervision, including patch observations and competencies to P&EI Lead Reablement Workers and/or Support Workers on a 4-weekly basis, to include development within the 'Our Conversations' process.
To support and manage performance, sickness, and absence of staff, to include guidance, and advise through performance, capability, disciplinary and sickness management processes.
To react, record and respond to feedback as received ensuring the correct processes are followed, and further to work toward the resolution of any complaints, conflicts or incidents as received, and highlighted by customers, service users, and staff, including providing initial responses for review by the P&EI Team Leads /Managers. To ensure robust recording is maintained at all times, using appropriate IT and service systems.
To check and authorise timesheets, and mileage claims (completed by staff), to include enhancements and additional hours, ensuring accuracy and cost efficiencies, using the appropriate Cambridgeshire County Council IT systems to ensure that all staff are paid correctly and in accordance with the corporate policy, and following up on any discrepancies.
To ensure that the budget is supported by the effective use of staffing resources and constant overview of geographical deployment of all staff.
Working within the requirements of The Care Act 2014, The Care Quality Commission (Reviews and Performance Assessments) Regulations 2018, and any other legislation and guidance as may be relevant, providing personalised information and advice, assessment, support planning and review information to individuals/families and their carers.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)* We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills, and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
NVQ III in Health & Social Care or equivalent related qualifications, or working towards		<b>E</b>
Evidence of ability to study and work towards further qualification		<b>D</b>

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

<b>Knowledge &amp; Experience</b>	
Experience of working collaboratively with teams and services both internally and outside of Cambridgeshire County Council to ensure a coordinated and effective service is provided to the individual	<b>E</b>
Ability to proactively promote, engage and build cross/multi agency relationships, ensuring strong working relationships are in place with partner agencies	<b>E</b>
Experience of working in a community environment that provides a proactive and personalised approach to the delivery of personalised care, focusing on the improvement of well-being and the promotion and support of people to regain and/or retain their independence	<b>E</b>
Working and demonstrable knowledge of current social care legislation, government policy, and Care Quality Commission regulatory processes	<b>E</b>
An understanding and appreciation of the role and value of carers	<b>E</b>
Demonstrable and working understanding of confidentiality and information sharing protocols	<b>E</b>
The ability to promote equality as an integral part of the role and to treat everyone with fairness and dignity.	<b>E</b>
Ability to operate in a climate of culture and change and to embrace new ways of thinking and working.	<b>E</b>
Successful and demonstrable experience of managing workloads and staff, including prioritisation of issues based on risk whilst being able to see the bigger picture.	<b>E</b>

Where appropriate, screen and monitor all service referrals, to plan and prepare for the delivery of service, including aids and adaptations.	
Ability to assess, create, undertake, and audit/manage all assessments including risk, manual handling, medicine management, Health and Safety and Service User care plans, which must consider hazards to both employees, service users, and others who use our services.	E
To have a demonstrable and working knowledge and awareness of national and local safeguarding ethos and legislation, to include the implementation of CCC policy and ensure an awareness amongst staff of their responsibilities toward safeguarding.	E
To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with CCC Health and Safety policy and any service-specific procedures / rules that apply to this role.	E
<b>Skills</b>	
Ability to manage resources to ensure that they are used in a planned way to maintain an efficient and cost-effective service. Taking full account of both changing needs and resource availability whilst supporting care staff to work in accordance with assessments and personal outcome plans.	E
Provide regular supervisions to staff in line with Registered Requirements and conduct performance management interviews as appropriate.	E
Lead responsibly on specific issues, which may include staff training, staff development, quality assurance, health and safety or manual handling.	E
Manage staff ensuring that the Service complies with both the Care Quality Commission regulated activities as well as CCC policies and procedures. Ensuring all supervised employees are kept informed of and understand all policies relevant to their work.	E
To create a climate where the participation of all staff is encouraged to enable them to shape the Service and work to their personal best.	E
Acts as a role model to sets an excellent example of customer care for all staff.	E
Effectively sets the direction for the team, providing motivation for all to deliver high performance and standards.	E
Ability to communicate effectively both verbally and in writing.	E
Ability to make decisions in relation to service provision, quality assurance, risk management and continuity of service.	E

Works in a manner that puts people at the heart of everything we do, and which empowers people and supports their independence.	E
Confident in use and learning of ERP, Mosaic, Optimise and Microsoft Office, (Word, Excel, PowerPoint), and associated MS/0365 systems.	E
<b>Other Requirements</b>	
The nature of this post will require a working pattern across 7 days a week as well as flexibility to meet service needs as they arise which may include some work outside normal office hours.	E
Ability and the means to travel across multiple office areas and locations.	E
Equality, Diversity, and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.
<b>Safeguarding</b> (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of young people/vulnerable adults.

**Disclosure Level**

What disclosure level is required for this post?	None	Standard
	Enhanced	<b>Enhanced with barred list checks – Adult</b>

**Work Type**

What work type does this role fit into?	Fixed	<b>Hybrid</b>	Flexible	Field	Home
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