

Job Description

Job Title: Manual Handling Specialist Assessor / Trainer

Job number: 3522

Grade: I

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To contribute to the development, implementation and delivery of the single care approach to delivering care with one carer by improving the quality of care delivery in Northamptonshire.

To work with partners to bring about a cultural change to deliver quality, cost effective care, that meet the required quality care standards, ensuring effective delivery of high level of training in order to help develop and support the workforce across Northamptonshire making care sustainable for Adult Social Care in the County.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	Undertake and complete highly skilled and specialised moving and handling assessments to customers with a wide range of complex medical conditions, in accordance with all relevant legislation and eligibility criteria and ensure any installation of required equipment is programmed and implemented.
2.	To produce and implement appropriate and safe care plans, in order to achieve outcomes based on the single care approach. This includes making decisions to reduce care packages where it is safe and appropriate to do so.
3.	To facilitate safe and appropriate interventions which enable customers to optimise their independence using the single care approach; this will include caseload management, updating and maintaining accurate electronic records, specialist equipment, minor and major adaptations, specialist advice, under the guidance and supervision of a Lead Therapist. Reviews of these interventions may be required.
4.	Coach customers and carers on aspects relevant to the single care approach to ensure customers' needs are being met and to the service is delivered within required standards. This will require the ability to communicate effectively with customers; relatives carers; legal guardians; and professionals.
5.	Provide professional advice, support and guidance to service areas and partners to identify learning and development interventions to meet service needs and legislative requirements. This will be under the guidance of the Lead Therapist.
6.	Identify and Report poor practice as appropriate, raising concerns to the quality team at NCC under the guidance of the Lead Therapist. This will involve working with providers to address the poor practice being delivered to customers, providing support and in situations of poor practice, ensuring risks to customers are managed.
7.	Design and Deliver training sessions on the single care approach, to colleagues, service providers and outside agencies to ensure in order for them to practice using the single care approach safely with the customers and deliver a high standard of care. Continually evaluate training sessions to ensure fit for purpose and to ensure learning and development for all staff is monitored and reviewed to ensure the service continues to meet changing needs/standards.

8.	To ensure accurate record are kept of any reductions, cost avoidance, or maintenance of care which include financial savings or savings in care hours or any other record relevant to the service.
9.	To support colleagues in the single care approach This could be advice on maneuverers, arising problems, equipment, helping the colleagues to understand an issue, providing assistance in resolving customer issues, conflicting situations with customers, family and agencies workers/agency managers, and advising when to escalate.
10.	Demonstrate awareness / understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the company.
12.	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.

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
A Level or equivalent	Any Subject	Essential
ROSPA Level 3, Manual Handling Trainer the Trainer	Specialist Manual Handling Qualification	Essential
This post will require satisfactory clearance of a criminal records bureau disclosure.	DBS	Essential

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

Identify	Describe	Essential/ Desirable
Knowledge		
Working in Health & Social Care	Experience of working within Social Care or Health	Essential
Moving & Handling Assessments	Experience in complex moving and handling assessments with examples of safe and efficient practice.	Essential
Moving & Handling Plans	Experience in writing manual handling plans (following assessment) with examples of safe and efficient practice.	Essential
Complex Special Equipment Knowledge	Experience of using complex specialist equipment.	Essential
Adaptation Knowledge	Knowledge of minor and major adaptations or providing specialist advice.	Desirable
Legislation Knowledge	Knowledge of the legislative Framework which informs practice. E.g. Care Act, Health & Safety at Work Act 1974 (HSAWA), Manual Handling Operations Regulations 1992 (MHOR), Management of Health Safety at Work Regulations 1999 (MHSWR), Lifting Operations Lifting Equipment Regulations 1998 (LOLER), Provision Use Working Equipment Regulations (PUWER) 1998 etc.	Essential
Caseload Management	Knowledge and experience of caseload management which includes prioritising workload within strict time frames.	Essential
Supervision	Experience of supervision of staff	Desirable

IT Knowledge	Computer skills-the ability to use all Microsoft products to a high standard, specifically Excel and Word and in- house customer packages.	Essential
--------------	--	------------------

Experience	Give an idea of the type and level of experience required do not specify years of experience.	
	Experience of collaborative working across/between agencies to achieve outcomes for individuals and the service. E.g. discharge, rehousing etc., representation of service at meetings	Desirable
	Car driver with a full drivers licence, access to a vehicle or suitable transport during working hours.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	<u>Fixed</u>	Flexible	Field	Home
---	---------------------	----------	-------	------

Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Manual Handling Specialist Assessor / Trainer	Directorate/ Service area:	OCS/NASS
Reports to (job title):	Band 7 Occupational Therapist	Section:	Therapy
Presenting Manager:		Date of evaluation:	
Supporting HR contact person:		Re-evaluation:	No

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed

The Single Care Team operate within the Provider Services (Olympus) a part of Northamptonshire Adult Social Services (NASS) in Northamptonshire County Council (NCC) and consists of a lead occupational therapist, occupational therapists, reablement support workers and an admin assistant.

The team objective is to assess the quality of care provision for customers whom have complex needs and ensure that the care is being delivered to a high standard and is effective. In a number of cases they will be able to introduce new equipment or techniques which may enable the care provision to be reduced to a single carer.

The post is to create additional capacity within the team to complete initial specialised moving and handling assessments and will receive direct Supervision and guidance from a qualified OT.

The post holder will need to be IT literate to complete carefirst process to ensure an accurate and up to date record is held by NASS.

The post holder will work with mainly older people and people with physical disabilities and their carers.

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

See appropriate chart.

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	Provide expert advice on issues relating to moving and handling to other professionals such as professional groups and therapists, social workers as well as other NCC employees.
	Inspire and influence customers, families, carer's colleagues and external agencies to enable the success of the single care approach and cultural change to take place in Northamptonshire.
	To inspire, develop and promote Northamptonshire as a centre of excellence in provision of single care approach
External	Provide expert advice on issues relating to the single care approach to customers, families, external agencies and other professionals and workers involved with people receiving traditional care approach as opposed to the single care approach.
	Inspire and influence customers, families, external agencies to enable the success of the single care approach and cultural change to take place in Northamptonshire.
	To be assertive and negotiate with local and national organisations supporting NCC customers about their role and individual cases to ensure the best outcomes for NCC customers across Northamptonshire using the single care approach.
	To develop and promote Northamptonshire as a centre of excellence in provision of the single care approach.

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

There are some monthly items which will need forward planning such as ceiling track hoist installations and reviews (installation is completed by an external contractor). Weekly and daily planning is required for caseload management and service throughput, identification of work for a rehab support worker daily to ensure that service delivery is on schedule meeting the targets set.

What level of supervision is this post subject to?

The post holder will have monthly supervision from a band 7 occupational therapist. They will also have access to any adhoc support as required. The post holder is expected to provide adhoc support to reablement support workers where required

What type of priorities is the post holder able to set themselves?

Priorities will be set around the capacity of the service and the service delivery required to meet needs of the population it delivers. Post holder will be expected to manage a caseload which involves new assessments and capacity, reviews, installations, training, meeting with customers, families, other professionals, care providers, reps. Safety of customers is paramount, so risk assessments and impact will need clearly identifying as part of the prioritising process.

What kind of systems, procedures or 'rules' are set around the job?

The post holder will need to use Cygnum, Carefirst, Sharepoint and other IT operating systems. The service also uses paper based records and management of these to service standards will be necessary. Adherence to care Act 2014, GDPR, and legislation listed above in the section qualification, knowledge skills and experience will also be necessary. The post holder will also be required to follow all Health & Safety legislation, equal opportunities and adhere to lone working practices within the team.

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Taking a decision to reduce a customer's care package can be challenging due to the changes to the customer care, carers and care agency routine.

The role requires robust assessment and training of carers and care agency senior staff. This role also requires that someone has excellent and effective communication skills in order to be able to manage the messages and instructions that need to be given to the customers, family, carers and care agency senior staff to enable the care package to change successfully.

The staff member will need to show a sound understanding of the law / legislation relating to moving and handling, as they are often challenging when recommending a change to an existing care package.

Complex moving and handling situation could be catastrophic if not dealt with appropriately.

The post holder will need to recognise that the customers' ability may fluctuate and that there may have to be several solutions put in place to accommodate these changes allowing the customer to maintain independence where safe to do so, but to not compromise on the safety of both the customer and the care provider. There may be conflict between what the customer would like and what is safe and appropriate to provide and this will require sound clinical reasoning skills and the ability to complete a risk assessment to support the decision made.

Care providers often challenge decisions made, the post holder will have to have the confidence to answer and explain the decision to reduce the care package, offer support and training and to recognise when they would need to escalate any concerns.

Poor practice – the staff member will be observing care providers practice and quality of care being delivered to a customer. The post holder will have to challenge and report to Single Care Team Lead, Band 7 Therapist care agencies when they are not delivering the standards of care expected and required. The role will require the individual to have the confidence to challenge poor practice, offer support and training and to recognise when they would need to escalate any concerns. They will also be expected to raise any safeguarding as appropriate. These situations can often be difficult and requires that someone has excellent and effective communication skills in order to be able to manage the messages and instructions that need to be given to the customers, family, carers and care agency senior staff to enable the care package to change successfully.

At what point does the post holder escalate a problem to a more senior employee?

A complaint or a very complex situation will be escalated to the Band 7 lead Occupational Therapist to provide support and guidance.

A customer has been assessed and it has been demonstrated that the care being provided can be reduced after equipment and training provision. The care agency are not in agreement with the proposal despite this being demonstrated that it is safe to do so and they can find no fault with the training and equipment. A complaint is made about the proposed reduction. The customer, family and care agency are angry at the perceived interference from the Single Care Team and threaten to go to the County Council Councillors and media calling the practice unsafe, cost cutting exercise by the Council because they are cutting services to vulnerable people. The post holder will work with their line manager to respond to the complaint.

Decision making

Does the post holder makes a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	<u>use creative thinking to develop new concepts</u>

Please give an example to illustrate the approach to decision making specified above.

Clinical knowledge and experience

Taking a decision to manage the risks associated with the moving and handling, the customer and the external agency providing the care. The role will require the individual to complete a comprehensive assessment of the individual taking into consideration both formal and informal support networks, the environment, risks for the customer and the staff and the tasks. They will have a sound understanding of the legislation that underpins moving and handling and the ability to apply this within their assessment and management of risks identified from the practiced. This is linked to previous experience within the field and creative thinking to develop interventions which are tailored to individual situations and customers.

They will require a sound knowledge of medical conditions and how these impact on the customer's level of function to allow them to make a decision on the level of care required.

The post holder will need to recognise that the customers' ability may fluctuate and that there may have to be several solutions put in place to accommodate these changes in order to manage the risks, allowing the customer to maintain independence where safe to do so, but to not compromise on the safety of both the customer and the care provider. There may be conflict between what the customer would like and what is safe and appropriate to provide and this will require sound clinical reasoning skills and the ability to complete a risk assessment to support the decision made.

It requires the ability to be creative and occasionally think outside the box to tailor the solution to the individual rather than a one size fits all approach. They may identify additional needs and must be able to sign post to the relevant teams to achieve the best outcome for the customer.

Complex moving and handling situation could be catastrophic if not dealt with appropriately.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

Taking a decision to reduce a customer's care package can be challenging due to the changes to the customer care, carers and care agency routine.

The role requires robust assessment and training of carers and care agency senior staff. This role also requires that someone has excellent and effective communication skills in order to be able to manage the messages and instructions that need to be given to the customers, family, carers and care agency senior staff to enable the care package to change successfully.

The staff member will need to show a sound understanding of the law / legislation relating to moving and handling, as they are often challenging when recommending a change to an existing care package.

Complex moving and handling situation could be catastrophic if not dealt with appropriately.

The post holder will need to recognise that the customers' ability may fluctuate and that there may have to be several solutions put in place to accommodate these changes allowing the customer to maintain independence where safe to do so, but to not compromise on the safety of both the customer and the care provider. There may be conflict between what the customer would like and what is safe and appropriate to provide and this will require sound clinical reasoning skills and the ability to complete a risk assessment to support the decision made.

Care providers often challenge decisions made, the post holder will have to have the confidence to answer and explain the decision to reduce the care package, offer support and training and to recognise when they would need to escalate any concerns.

Poor practice – the staff member will be observing care providers practice and quality of care being delivered to a customer. The post holder will have to challenge care agencies when they are not delivering the standards of care expected and required. The role will require the individual to have the confidence to challenge poor practice, offer support and training and to recognise when they would need to escalate any concerns. These situations can often be difficult and requires that someone has excellent and effective communication skills in order to be able to manage the messages and instructions that need to be given to the customers, family, carers and care agency senior staff to enable the care package to change successfully.

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
No budget management within this post		
Team Saving target in 2019/20 financial year.	1,000,000	Team saving target which this role has a direct correlation to as a manual handling specialist assessor/ trainer advising and influencing

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with 50 or 50,000 payslips.

The service deals with approximately 450 referrals per year. The post holder will complete 130 referrals per year.

The post holder will be involved with each customer on average for 6-12 weeks. During this time the post holder will provide assessments, new moving handling plans, new equipment or order adaptations, and training (customer, family, internal and external agencies)

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

The role requires an individual to be physically fit in order to train and demonstrate moving and handling techniques and using the equipment to customers, family, internal or external agencies.

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

The job is a community countywide based post which requires the post holder to work where the work is, will work indoors (in customers' homes & the office), the post holder will also deliver single care training in different locations around the community.

Declarations

All roles – Manager

JDQ completed by:

By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.

Signed:

Date:

Print name:

Re-evaluations only – Current Post Holder

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name:

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	

HR Advisory - Advice given to the manager

Use this section to record any relevant background information and advice that you have given to the manager.