**Manchester Local Care Organisation**

**Role Profile**

**Reablement Flow Coordinator, Grade 6**

**Reablement Service, Adults’ Directorate
Reports to: Registered Manager**

**Job Family: People Care & Support Indirect**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will coordinate and contribute to the provision of a high-quality service to support service users and promote their independence ensuring service standards are achieved, maintained and improved.

The role holder will contribute to the positive engagement of service users with support services provided by both statutory and voluntary agencies, ensuring that they are appropriately supported and able to contribute positively to the community.

The role holder will assist with establishing and maintaining partnerships with a range of stakeholders and agencies in line with City Council policies and procedures.

**Key Role Accountabilities:**

Coordinate and contribute to a responsive and efficient service user assessment service to determine their support needs and provide expert advice on a range of realistic and sustainable options within the context of relevant legislation.

Ensure service users are referred to appropriate support services as necessary to improve outcomes and establish and maintain close joint working arrangements with other agencies and stakeholders.

Work in collaboration with stakeholders and partners to actively help and support the identification and reduction of safeguarding risks to vulnerable residents of the city.

Respond to all queries from a wide range of stakeholders, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to respond appropriately to problems that arise.

Work proactively and efficiently to manage workloads in a demand led and front-line service and incorporate a flexible approach to problem solving.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

The Reablement service supports vulnerable adults to remain at home and be as independent as possible. Reablement services are regulated by the Care Quality Commission (CQC). We have a team of over 250 Support Workers delivering services across Manchester. Using strength-based models of working we support people in their own homes, on a short-term basis, with a variety of daily living tasks including maintaining personal hygiene, preparing food, accessing community resources and managing day to day risks. The support the service provides ranges from motivation and confidence building to more practical assistance. We will work with individual people to agree achievable, person-centred goals and develop support plans which promote independence and focus and the things that matter to them.

The service takes referrals from both Acute Hospital and community settings, and we aim for people to leave the service either with no ongoing care needs or a reduced level of support.

The provision of effective management and coordination of a range of staff, deploying resources effectively to meet demand and ensuring the provision of high quality, customer focused performance, information that supports the service in achieving it agreed business priorities, objectives and locality service/team plans, in alignment with corporate strategies, policies, legislation and regulations.

To work collaboratively with a range of key stakeholders to consistently embed Reablement practices across the city, ensuring a holistic approach to remove blockages, resolve issues and ensure the Council’s duties are met effectively and efficiently.

The development of the workforce to ensure that staff are appropriately trained to deliver a high-quality service which is person centred, customer focused and improves outcomes.

To implement a citywide approach in relation to the provision of community-based services in line with the Care Quality Commission (CQC) standards.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester.
* We take time to listen and understand.
* We ‘own it’ and we’re not afraid to try new things.
* We work together and trust each other.
* We show that we value our differences and treat people fairly.

**General Skills**

* **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
* **ICT Skills:** Ability to use multiple applications, systems, and associated software packages.

**Technical Requirements (Role Specific)**

* Full driving licence and access to a car for business use.
* Full enhanced DBS required.
* Hold or willing to undertake the Care Certificate minimum level 2 or equivalent qualification or be willing to work towards this within 6 months of starting the role.