

**Manchester Local Care Organisation
Role Profile
Assistant Reablement Team Leader, Grade 5**

Reports to: Reablement Team Leader

Job Family: People Care and Support Direct

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partner (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 adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users' needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

Key Role Accountabilities:

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

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Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

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.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

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

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Role portfolio: Assistant Reablement Team Leader

The role holder will actively contribute to the development and management of the Reablement Service which makes a contribution to the local community, working in partnership with stakeholders to achieve customer outcomes and high standards of care, being mindful of the marketplace, competition and customer expectations.

The role holder will assist the Reablement Team Leader to deliver effective support to a team of staff, ensuring the smooth day-to-day running of the service and effective use of resources to maximise service delivery.

The role holder will support the Reablement Team Leader to undertake a range of relevant risk assessments prior to commencement of service to ensure the required provision of care can be delivered safely for both the customer and staff.

Key Responsibilities will include to:

- Undertake practice observations with staff, ensuring performance is monitored and evaluated, providing support and identifying learning and development needs.
- Undertake medication assessments, risk assessments and consult with customers to determine the quality of service provision and take appropriate action to improve services, determining how the service will be delivered to meet the needs of customers.
- Identify and understand social care needs of customers and respond to their needs by providing relevant services that promote their independence and wellbeing.
- Promote equal opportunities in the workplace and deliver services which are accessible and appropriate to the diverse needs of customers in line with the Social Model of Disability.
- Maintain records and monitoring information and ensure procedures are followed, such as delayed transfers of care. Support, share and communicate with the team and partner colleagues following agreed information sharing protocols.
- Work with customers and staff to ensure person centred care is delivered which will encourage and support customers by improving their quality of life and promote independence, well being and choice.
- Work in line with National Care Standards, CQC and City Council policies and procedures, incorporating changing legislation and best practice, maintaining a thorough understanding of safeguarding procedures with the ability to recognise and respond appropriately to any issues that arise and participate in any investigations as appropriate.
- Participate in new initiatives and future changes in service delivery and ensure proactive implementation of strategies and continuous improvement.

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- Be responsible for the monitoring / recording and administration of customer medication.
- Actively pursue own personal development and take full advantage of training provided.
- Through personal example, open commitment and clear action, ensure that staff are committed to the provision of services that deliver equality and social inclusion.

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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:** Able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Analytical Skills:** Able and confident to resolve complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Problem Solving:** and Decision Making: Able to use information, knowledge and analytical skills in a structured way to identify options and enable robust decisions to facilitate high quality service delivery.
- **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.
- **Administrative Skills:** A good level of literacy and numeracy skills to manage the maintenance of customer records.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages

Technical Requirements (Role Specific)

- Consent to and apply for an enhanced DBS disclosure check

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