

Role Profile

Part A - Grade & Structure Information

Job Family Code	4PCS	Role Title	Reablement Assistant
Grade	PS4	Reports to (role title)	Reablement Team Leader
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	135-160	Service	Service Delivery
		Team	
		Date Role Profile was created	August 2018

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To work in a community setting, usually in people's homes, to help the individual to work towards their reablement goals as set out in their support plan.</p> <p>To undertake or contribute to the assessment of individuals and the development of their support plan.</p> <p>To work closely with families / carers and other professionals e.g. Reablement Team Leaders and Occupational Therapists etc.</p> <p>To prevent unnecessary admission to hospital or residential care and to support individuals, following discharge from hospital, to regain their skills to be as independent as possible at home.</p>
Work Context	<p>This role is based in Service Delivery in the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>The aim of the Reablement Service is to enable individuals to stay living in their own homes for as long as possible. The service works with individuals for a period of up to six weeks to help them achieve their potential and to recommend onward referral for any future care needs.</p> <p>The reablement service is provided 7 days a week, 365 days a year. The core hours of the team are from 7am to 10pm daily. Therefore team members need to be flexible regarding their work patterns.</p> <p>This role often requires working alone and unsupervised and may require physical effort in supporting people in their daily living tasks.</p> <p>As well as providing hands on support to people, the role also requires an ability to assess and feedback information about individuals both verbally and through good written records.</p> <p>In agreement with local managers, Reablement Assistants are sometimes required to support individuals in the community, who would otherwise be at risk.</p>
Line management responsibility if applicable	N/A

Budget responsibility if applicable	No direct responsibility.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Act as key point of contact for a group and provide initial judgement as a result of assessment for service users and providers, escalating cases where appropriate to ensure appropriate service delivery. <p>Case Management</p> <ul style="list-style-type: none"> • Carry out basic assessments, support service users with their needs, advising relevant teams where further support is needed, and update records, working within guidelines and procedures. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist with assessment and support plans within procedural and regulatory frameworks to help individuals achieve their goals. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness. <p>Work with others</p> <ul style="list-style-type: none"> • Work closely with colleagues, other professionals and departments to facilitate a supportive, flexible, and honest understanding of others’ needs and views to promote positive teamwork. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Able to demonstrate basic numeracy and literacy, e.g. through GCSE qualification in English and Maths. • Able to work towards Vocational Qualifications Level 2 or equivalent in relevant field. • Knowledge of basic processes and procedures and issues relating to the service user group, e.g. food and hygiene and confidentiality. • Caring skills to provide practical, emotional support to service users and families. • Ability to advise service users and families on relevant issues. • Accuracy and ability to follow instructions. Able to present options and choices and support others to come to their own conclusions. • Ability to explain processes and concepts in simple terms, maintain appropriate records, and to build effective relationships with service users and others. • Able to manage own time effectively and to work effectively and flexibly as part of a team. • Competent in a range of IT tools including databases and MS Office. • Experience of maintaining written records, working in a team and demonstrating a customer focused approach. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">• Completion of the Care Certificate within 12 weeks of the start of employment or provide evidence that it has already been attained.• Ability to work towards National Qualification Level 2 in Health and Social Care or equivalent, and to achieve Level 1 in English literacy and numeracy.• Knowledge of how to promote the independence of and self-determination of people who use the services.• Understanding of equality and diversity issues and how they relate to the service provision.• Willingness to develop knowledge in specialist areas such as dementia, end of life care, learning disabilities, nutrition, alternative communication methods.• Ability to work on own initiative, taking decisions as appropriate.• Ability to work with health partners towards health and social care integration.• Ability to demonstrate a customer focussed approach, communicate sensitively in difficult situations and put people at their ease.• Ability to approach issues in a creative and holistic way.• Commitment to contribute to improving practice standards and personal competencies through continuous personal development.• Ability to record accurate information.• Ability to understand and work within Information Governance policies.• Ability to work within timescales in accordance with the rota.• Ability to be adaptable and flexible within the role.• Car driver with own vehicle and business insurance, willing to travel around the county.• Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.• Complete verifiable employment history.• Mobile and able to physically assist individuals in course of work.
Role Summary	<p>Roles at this level provide practical social care services under direction to support particular user groups with their individual and personal care needs. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. They will need to have the ability to acquire a basic knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. Entry to this level may be through some relevant work experience and general education.</p>