

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Out of Hours Coordinator
Grade	PS7	Reports to (role title)	Area Reablement Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	228-268	Service	Service Delivery
		Team	
		Date Role Profile was created	Aug-18

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	To provide management cover for the Reablement service outside of core office hours through offering a telephone response service between 5pm – 11pm weekdays and 7am – 11pm Saturdays, Sundays and Bank Holidays. To provide advice, support and direction to staff in the reablement service outside of core office hours. This may include redeploying Reablement Assistants / Community Care Assistants to ensure rotas are covered. The role holder will also respond to situations where an individual receiving services or a Reablement Assistant / Community Care Assistant may be at risk. They will be responsible for coordinating the necessary steps to minimise the risk, liaising with the Emergency Duty Team as necessary. The role holder will ensure that local reablement teams are updated on actions and outcomes through appropriate and timely mechanisms. They will monitor service performance and assist in the strategic development of the out-of-hours management service. They will liaise with colleagues internally and with other agencies, including health, housing and independent sector home care agencies where appropriate.
Work Context	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. 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. There are multiple reablement teams in Surrey supported by the out of hours service. There can be a large staff team working in the evening and at weekends, providing support to individuals in their own homes. The out of hours service will respond to contact made by individuals and staff. The role holder will be expected to work on the out of hours rota to ensure cover is available between 5pm – 11pm Monday to Friday and between 7am – 11pm Saturday, Sunday and Bank Holidays. This may include covering for sickness and special leave at short notice. They will have telephone access to the Emergency Duty Team to gain Senior Manager advice and support.

Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. Case Management • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. Planning & Organising • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. Finance/Resource Management • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. Work with others • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. People Management • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • 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	• National Qualification in Health and Social Care to level 3 or equivalent, with willingness to undertake further training and qualifications. • Evidence of continuous professional and personal development, and commitment to improving practice standards and personal competencies through continuous personal development. • Good understanding of health and safety requirements and regulations. • Knowledge and understanding of CQC regulatory requirements. • Demonstrable understanding of equality and diversity and delivering fully inclusive front line services. • Knowledge of coaching techniques, and ability to promote effective team working and give direction and advice to others. • Ability to show an understanding of the needs of different people, including individuals who may have a learning disability, physical disability, older people, or people with sensory impairments. • Experience of working with the public in an advisory / information capacity, and experience of working with people with social / health care needs. • Ability to respond to emergency situations in a timely and appropriate way, and to work calmly and effectively under pressure. • Ability to use judgement and discretion in arranging cover for rotas. • Ability to understand the needs of, and assess the risks to very vulnerable people on the telephone. • Ability to understand and work within Information Governance policies. • Willingness and ability to work evenings and / or weekends. • Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity. • Complete verifiable employment history.
Role Summary	Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.