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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support |
| **Post title:** | Independence Co-ordinator |
| **Grade:** | F |
| **Responsible to:** | Registered Manager - Reablement |
| **Staff managed:** | None |
| **Date of issue:** | 29.03.2017 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| You will work across the whole of the Care and Support pathway. Your post will be part of the Independence and Reablement team and will ensure that less complex equipment and adaptations including, telecare equipment and sensory equipment identified by Care and Support in the Customer Resolution Centre and/or the Independence and Reablement teams and/or Planned Care and Support is delivered, fitted, and demonstrated to adults with care and support needs and carers. Primarily the post holder will work with people and their carers with less complex needs. . The Independence co-ordinator will also be responsible for the review of less complex equipment that sits within the caseload of Independence and Reablement Team.  There are two distinct parts of the Independence and Reablement team, an assessment function and a delivery function. You will work across both elements of this service.  This service will operate as an ‘intake’ team into adult social care and will offer time limited interventions with the aim of maximising a person’s independence and recovery.  We see the majority of adult social care assessments being completed within this service, and only those with on-going social care need will transfer to Planned care and Support through a coordinated review. The reablement offer within this service is up to 6 weeks, and the intake function provided by the Independence team could be for a period up to 12 weeks to maximise opportunities for recovery.  The Independence and Reablement service will be a generic adult social care team and will provide services to adults with care and support needs and carers, these may include people with a learning disability, autism, older people and people with physical disabilities. Sensory services will maintain a specific specialism within Care and Support.  This service is a 7 day service and operational hours will be 7am to 10pm.  All designated tasks would be undertaken in accordance with agreed protocols drawn up by professionals working in the team.  Postholders will operate within the Directorate’s risk management framework.  Enhanced DBS clearance is required. |
| Job specifics |
| * The core focus of this role is preventing, reducing and delaying the needs of adults with care and support needs and carers by promoting independence and recovery through the provision of simple assessment intervention, equipment, adaptations and Assistive Technology. * Ensuring people make best use of community facilities as appropriate to promote interest, mobility and independence. |
| Career progression |
| Possible future career options for experienced Independence co-ordinators, when vacancies arise, could be to gain experience of managing a team of Care & Support Workers as a Team Leader (Reablement) or as a Social Care Coordinator undertaking assessments and reviews to determine a person’s level of need. |

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| **Structure** |
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| Job Description | |
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| Job purpose | To work with clients in their community to attain maximum independence within their choice of lifestyle, through the provision of a simple assessment and non-complex equipment, adaptations and Assistive Technology. |
| Operational management | * Undertake less complex assessment and reviews with adults and carers including people with a hearing loss to determine their need for reablement, equipment, adaptations or Assistive Technology. * Act as Lead Worker where it is determined that less complex reablement is identified. * Undertake less complex assessment and reviews for children and young people and their responsible adult/s to determine the need for sensory equipment or Assistive Technology. * Carry out practical tasks e.g. fitting of simple adaptations in an adult or carers homes. * Have responsibility as case holder where equipment, adaptation or telecare only has been provided following an assessment or to be an additional assessor for a caseload where other services are also provided, or allocated within the framework established by your line Manager. * Identify, fit, and demonstrate less complex equipment, adaptations and telecare to maximise peoples independence * Use creative solutions that enable people to maximise their independence including assistive technologies. * Keep up-to-date with, and ensure team awareness of national and local best practice initiatives in one or more service areas. * Follow the defined assessment process with people with a hearing loss who have requested equipment in line with current eligibility criteria. * Responsibility for a time limited caseload of adults and carers including people with various conditions and non-complex needs, where support and/or equipment provided by the post holder is the only service, or allocated within the framework established by the team manager. * Provide information, advice, and guidance to people anticipating future needs * Provide appropriate consultation, advice and support in relation to equipment, adaptations and telecare. * Provide general awareness in the use of equipment, adaptations, and telecare and provide updates to a wide range of stakeholders in relation to new developments and best practice. * Carry out reviews for those cases where you are the case holder. Check the functioning of the equipment, adaptation or telecare solution and how the equipment is being used by the adult or carer and ascertain if the expected outcomes have been achieved. * If appropriate, to operate equipment and Assistive Technology in demonstration rooms in a given geographical area. * Make practical use of the established HAS operational guidance on the provision of equipment, adaptations and Assistive Technology to adults and carers, children and young people and responsible adult/s. This provides additional guidance for staff undertaking environmental assessments when considering equipment, adaptations or Assistive Technology, such as the presence of other equipment e.g. telecare, smoke alarms and telephones. * Identify environmental and falls risks, provide appropriate advice and information and guidance and refer on where necessary to mitigate identified risks * Enable and encourage people to access Universal Services and community facilities in their area |
| Communications | * Communicate effectively with a range of staff, adults with care and support needs, including carers, children and young people families and friends. * You will share regular updates with your colleagues involved in the independence plan. * Liaise with adults with care and support needs and carers to promote involvement in service developments and planning of care * Liaise and communicate with people with a range of needs and conditions, carers, colleagues and other HAS teams and other service providers and agencies, about issues relating to equipment, adaptations and technical solutions for adults and carers. This will involve giving advice and information. |
| Partnership / corporate working | * Work as a member of a team, including participating in multi-disciplinary working (including Health and District Councils, Voluntary and Private Agencies) as appropriate. * Independence co-ordinator will often provide a service where colleagues or other HAS staff are also involved. The post holder will be required to ensure they communicate effectively with other parts of the service, completing plans and case notes in a timely fashion to ensure a collaborative approach to services that keeps the person fully informed. |
| Resource management | * Consider costs when ordering supplies of equipment within the budget framework established by the line manager. You are required to raise concerns about stock and financial implications with your line manager as they occur. |
| Systems and information | * Contribute to and maintain clear, concise and timely records of cases, care pathways and actions in line with the Directorate’s policies on file maintenance. * Maintain accurate and timely use of the customer database in line with the Directorate’s policy for electronic client data recording. |
| Safeguarding | * Respect the dignity, privacy and confidentiality of clients at all times. * Contribute to the safeguarding of vulnerable adults and to alert an appropriate person where potential abuse is identified * Intervene in emergency situations to protect vulnerable adults and to initiate the appropriate statutory and other actions required. * Support adults to maintain a safe, comfortable, warm and clean environment * Support adults in managing and acceptable level of risk in their day to day lives. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Good working knowledge of current best practice in the social care of older people, adults and their carers and related National care standards * Good working knowledge of adult safeguarding issues and procedures * Good working knowledge of simple equipment, adaptations and Assistive Technology to maximise peoples independence * Good working knowledge of use of equipment such as hoists, wheelchairs, lifelines and other assistive technology * Good working knowledge of local community resources and universal services * Knowledge and good understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. * Good working knowledge of long term conditions such as Dementia, MS, Autism etc | * Basic understanding of current policy and practice in Social Care |
| Experience   * Relevant experience in social care or a related area or voluntary or work experience | * Experience in working with people with a hearing loss |
| Occupational Skills   * Ability to use creative solutions that enable people to maximise their independence including assistive technology. * Able to communicate clearly and effectively with people receiving services, carers and other professionals as necessary * Good interpersonal skills(e.g. motivation, active listening, routine negotiation, empathy, handling conflict, able to relate well to different individuals) * Able to communicate clearly and concisely in writing using language which is understandable to the reader and to write reports and to produce support plans * Able to read ,understand and contribute to a support plan, complete daily and medication record sheets * Able to present information to individuals and small groups * Ability to work as part of a multi-agency team Share skills, knowledge and experience in working towards common goals. * Good time management skills * Ability to recognise when advice or support is necessary from line manager or colleague. Able to make a judgement and take decisions to deal with immediate problems without reference * Competent IT Skills including the ability to use the internet and e-mail. * Ability to keep accurate records. * Ability to fit equipment e.g. hearing loops where specialist qualifications or professional training is not required. * Able to prioritise and manage own workload * Able use own initiative to analyse situations and find solutions for routine day to day service delivery problems * Able to think through, plan and implement day to day changes with support as appropriate * Able to support others’ problem solving and decision making * Able to co-ordinate day to day risk assessment and H&S practice. * Able to co-ordinate in identifying risks to safety and wellbeing of people receiving support * Able to act in response to assessed risk with support as necessary * Literacy and Numeracy skills to Level 2, e.g. GCSE English and Maths at grade C or above or equivalent required to understand a support plan |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Level 2 in Health and Social Care or QCF Level 2 Diploma in Health & Social Care * Level 3 Health and Social Care OR there is a requirement that you will be expected to complete this award within 12 months | * BSL Levels 1 & 2 or equivalent sign language skills. * Level 3 in Health and Social Care **or** QCF Level 2 Diploma in Health & Social Care |
| Other Requirements   * Ability to travel across own and neighbouring teams and for work in the homes of adults with care and support needs. * Availability to work as necessary outside office hours. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

**You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.**