

## Post Specification

<b>Date</b>	<b>April 2023</b>
<b>PG Number</b>	<b>6497</b>
<b>Post Title</b>	<b>Reablement Coordinator</b>
<b>Job Family</b>	<b>People Care and Development</b>
<b>Job Family Role Profile</b>	<b>PCD8i</b>
<b>Final Grade</b>	<b>Grade 9</b>

**To be read in conjunction with the job family role profile**

### Service Area description

People, Cumbria Care – Support at Home

The Central Business Function is a key part of the operational delivery of the Support at Home Service, and it is the central point of access for the service. The Support at Home service operates 24/7 and within these hours the Central Business Function operates from 0700 – 2300. The role of a Coordinator is to provide excellent customer service to a wide range of stakeholders including all of our customers, support staff, service users and their families. You will be required to ensure the organisation of the service and the provision of co-ordinated and flexible support interventions by rostering support workers to ensure delivery of the support required.

### Purpose of this post

You will be responsible for operating the duty desk and dealing with all the phone calls, voicemail, emails, and alerts coming into the Central Business Function from both internal and external customers. The role requires reallocating day to day workloads to meet identified short term needs and emergencies, ensuring priority needs are covered as quickly and efficiently as possible and dealing with referrals into the service via different referral systems. You will also be creating rosters, administering payroll, support with gathering performance data and monitor the health, safety & welfare of all support workers.

Due to the nature of the service, the role is fast paced dealing with the day to day demands and pressures ensuring key performance targets are met in relation to dealing with referrals and being responsive to setting up new service users in a timely manner.

### Key job specific accountabilities

- To programme the delivery of support to service users throughout the week to ensure services are delivered across 24/7, based on the support plan, making sure that the service is always covered and delivered cost efficiently by minimising staff costs so that the best use is made of the resources available
- Support at Home is a fast-paced service and there will be periods of pressure requiring immediate responses & decision making. These will be within agreed guidelines, but will require multi-tasking, organisation and prioritisation skills.
- Reallocate day to day workloads to meet identified short term needs and emergencies so as to ensure that priority needs are covered as quickly and efficiently as possible. Provide immediate assistance in cases of emergency and intervene in more complex cases to ensure that the obligations of the service to individuals are appropriately met

<ul style="list-style-type: none"> <li>• Maintain effective communication with each of the district offices and the colleagues within them to ensure efficient, consistent and appropriate delivery of the Support at Home service</li> <li>• To provide day to day advice and support to a designated Support Worker to enable them to carry out their duties to the highest standards of quality and efficiency so that the staff can deliver care consistent with the agreed support plan.</li> <li>• To ensure staff payroll is collated and processed accurately in a timely and appropriate manner and ensure the required audit checks are completed.</li> </ul>
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### Please note annual targets will be discussed during the appraisal process

#### Key facts and figures of the post

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• Non-financial – staffing resource</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• none</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Provide instruction, peer support and on the job training for colleagues to facilitate effective teamwork and colleague support.</li> </ul>

#### Essential Criteria - Qualifications, knowledge, experience and expertise

<ul style="list-style-type: none"> <li>• 5 GCSEs at C grade or above including English and Mathematics, or an equivalent level qualification i.e., NVQ Level 2</li> <li>• Use of IT applications including databases, word processing, spreadsheets, and internet within an office environment.</li> <li>• Good working knowledge of administrative systems and ability to follow established procedures.</li> <li>• Understanding of the service user perspective.</li> <li>• Use of client database in a Social Care context.</li> <li>• Knowledge of the role of Adult and Local Services and Local Government</li> <li>• Overview of relevant legislation such as Data Protection, Health and Social Care</li> <li>• Relevant recent experience working in an administrative or financial office environment</li> <li>• Experience of working within the public or voluntary sector</li> <li>• Fully developed Literacy and good level of general maths</li> <li>• Ability to develop and maintain accurate systems</li> <li>• Ability to handle, analyse and interpret complex information accurately and with attention to detail</li> <li>• Ability to communicate effectively orally and in writing with all levels of the organisation, service users and external agencies</li> <li>• Ability to work independently and in partnership.</li> <li>• Ability to deal with conflicting priorities and demands and to prioritise workload within strict deadlines.</li> <li>• Organisational skills</li> <li>• Ability to work flexibly as part of a team</li> <li>• Able to always maintain confidentiality</li> </ul>	Commitment to concept of Customer Care.
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#### Disclosure and Barring Service – DBS Checks

<ul style="list-style-type: none"> <li>• This post does not require a DBS check.</li> </ul>
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#### Job working circumstances

<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• Providing support and information to customers, internal and external who maybe emotionally upset and/ or distressed, angry and frustrated.</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• The role requires the postholder to be desk based for long periods of time utilising a laptop, a mobile phone and headset for the duration of a shift (up to eight hours), this may require working from home or being office based.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Working in a highly demanding, pressurised environment which can be very stressful; e.g. frequently dealing with incoming staffing changes that require urgent intervention and rostering disagreements</li><li>• Occasionally dealing with verbally aggressive and abusive language both in general and directed towards the specific post holder.</li></ul> |
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Other Factors
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| <ul style="list-style-type: none"><li>• 7 day working, shift patterns from 7am and through until 11pm.</li></ul> |
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