



Domiciliary Support Facilitator

Reference EC- 80241

Base Plough Corner Little Clacton

Hours 37

Salary £16,830- £21,519 plus 10% enhancements and mileage allowances

An opportunity has arisen for an enthusiastic person to come and join the Tending Reablement Team based at Clacton-on-Sea.

The duties involve:

- Implementing service user support plans by directly providing physical, social and emotional support in order to enhance the quality of life for people and their carers in the community.
- Enable Service Users to achieve maximum success into their aspirations for living as independently as possible within their own homes.
- Liaise on a day-to-day basis with other team members to ensure support programmes are completed and any concerns are reported back to other team members.
- Observe, accurately record and report information as appropriate in respect of Service Users and their support programme.
- Attend team meetings and other meetings on a regular basis.
- Develop and maintain links with other professionals

- Apply knowledge and skills gained from development and training given.
- Work as part of the team and other involved agencies as necessary.

NVQ 2 or 3 in Health & Social Care or experience in support/care would be desirable.

The role requires staff to travel throughout an operational area and so would need to be a car driver and have access to a vehicle.

You must obtain a satisfactory Enhanced Criminal Records Disclosure Certificate which will be paid for by the company.

For informal enquiries and an Application Pack please contact Lesley Cook on 01255 863095

Closing Date 04-03-2012





Job Profile

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| Job Title | Domiciliary Support/Reablement Facilitator |
| Job Grade | Band 3 capped at SCP21 |
| Job Reference | |
| Closing Date | |
| Service | |
| Reports to | Registered Domiciliary Support Manager |
| Job Purpose | <p>To ensure that high quality Domiciliary Support/Reablement Services are delivered through the efficient line management and supervision of staff in accordance with the National Minimum Standards for Domiciliary Care.</p> <p>To contribute towards the development of the Domiciliary Support/Reablement service in meeting the needs of Service Users</p> |

Principal accountabilities

- Undertaking the supervision, annual appraisal and management of sickness absence of Domiciliary Support Assistants, in line with agreed ECL Policies and Procedures and the National Minimum Standards for Domiciliary Care.
- Coordinating Induction/ Foundation training and contributing to the ongoing professional development of Domiciliary Support Assistants, including Mandatory training e.g. Manual Handling, Food Hygiene and NVQ Level II assessments as appropriate
- Responsible for introducing the Reablement Programme to new Service Users which includes risk identification/assessment and agreeing individual Service User Plans.

- Responsible for the allocation of care packages which appropriately match the skills and knowledge of individual Domiciliary Support Assistants.
- To participate and follow specific Occupational Therapy programmes which have been designed to promote individual service users independence.
- Ensuring that ongoing risk assessments are undertaken in accordance with Health and Safety legislation.
- Monitoring the effectiveness of the service provided including the quality of care (Qual A Sess) and providing information to other professional staff as appropriate on the quality of services provided to meet assessed needs.
- Developing and maintaining links with staff and other professionals, e.g. Assessment & Care Management, Community Nurses, and local GPs, to ensure that the outcomes identified within the service user plan continue to be met.
- Maintaining records and writing reports as required in accordance with ECL Policy and procedure.
- Convening and attending team meetings to further the work of the team.
- Any other duties, as directed, which fall within the scope of the grade.

Person Specification

Education, Training and Experience

- Achieved or currently working towards NVQ Level III
- NVQ Assessor Award
- Internal Verifier Award
- Experience of working within domiciliary care settings or other care settings for 12 months or more.
- Ability to interpret community care assessments into service user plans.
- Familiarity and ability to use IT systems used in the service.
- Ability to plan and organize, making effective use of time and organising work schedules for others.
- Demonstrate enthusiasm, initiative and ability to work independently to motivate others to achieve effective results.
- A flexible attitude towards working rota and shift patterns.
- Ability to work calmly under pressure.
- Required to be mobile throughout an operational area and therefore a valid driving licence and use of car required, unless the role can be undertaken effectively by alternative transport arrangements



Empathetic & compassionate

Responsive

Integrity

Proud to help Service Users & to represent Essex Cares

Supportive & encouraging

Adaptable & progressive

| Value | Examples of the types of behaviour that are examples of the value |
|--|---|
| A daptable and progressive | <ul style="list-style-type: none">• we look forward to trying different ways to support to the people who use our services• we are open and accepting to new ideas and ways of working• we constantly monitor our service to ensure that it is effective, value for money and accessible• we regularly collect customer feedback to enable us to structure our services into an organisation that people will trust and recommend |
| S upportive and encouraging | <ul style="list-style-type: none">• we are positive and open minded, seeking opportunities to praise and reward• we are good at listening and responding positively to each other and when working with the people who use our services• we do our best to support each other at work and respect our fellow workers• we are good at working together and offer our help to others whenever we can• we treat everyone we come into contact with in the same way as we would like to be treated |
| P roud, to help SU and to represent Essex Cares | <ul style="list-style-type: none">• we work hard to do our best for the people who use our services and make a difference to their lives• we want to become known as the provider of choice in the county and we know how each of us can contribute to this ambition• we recognise that all of us have a part to play in making Essex Cares the provider of choice• we always work to the best of our ability and try hard to make a difference to the lives of the people who use our services• we work together to support the Essex Cares business ethos• we have people at the heart of everything we do• we celebrate the diversity of the people who use our services and recognise their contribution to enriching our working lives |
| I ntegrity | <ul style="list-style-type: none">• we are honest and truthful in all our interactions with the people who use our services, colleagues and fellow workers |

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| | <ul style="list-style-type: none"> • we work together and treat each with respect • we strive not to let our service users and fellow workers down • we work hard and spend our work time productively • we do what we say we will do • we strive to ensure that everything we do is delivered at the same standard to achieve a quality service |
| Responsive | <ul style="list-style-type: none"> • we respond quickly to our service user needs and deliver people centred services • we work within professional boundaries to provide appropriate responses and build effective partnerships with the people who use our services |
| Empathetic and compassionate | <ul style="list-style-type: none"> • we are genuinely concerned about the people who use our services, understand their needs and aspirations and work in partnership with them to achieve their personal objectives • we develop our skills to be able to understand the needs of our fellow workers to enable us to display support and assistance and know when this is required • we support people and show them understanding |