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| **City of Bradford Metropolitan District Council**  **Job Profile** | | | | |
| **DEPARTMENT: Health and Wellbeing** | | **SERVICE GROUP: Operational Services** | | |
| **POST TITLE: B.E.S.T. Enablement Coordinator** | | **REPORTS TO: Community Enablement Manager** | | |
| **GRADE: SO1** | | **SAP POSITION NUMBER :** | | |
| The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.  As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.  The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.  Both sets of competencies will be used at interview stage and will not be used for short listing purposes. | | | | |
| **Key Purpose of Post:** | | | | |
| Will contribute to the success of the organisation by:-  To supervise and support a team of staff to ensure that the Bradford Enablement Support  Team service provided by the Council is delivered in accordance with all relevant  Departmental guidelines and policies, and Care Quality Commissions Key lines of enquiries.  Set Enablement programmes, review and complete support plans in-line with  Assessed Budgets. Working with individuals their families, and community assets to  Support people to reach their full potential through Self-Care and Enablement. Participate in  flexible Integrated working with other partners. | | | | |
| **Main Responsibilities of Post:** | | | | |
| 1. Use a variety of IT packages and systems to complete effective work schedules to deliver services across B.E.S.T and Rapid Response in line with Home First.  2. Ensure all care packages (introductory visits and routine) meet the Care Act 2014 criteria domains. Explain the process and benefits of enablement in line with Home First, set goals and tailor a package of high-quality care using strength-based community focused discussions. Liaise with the individual regarding appropriate benefits and financial contributions towards services.  3. To monitor, review adjust and reassess (in-house and external) packages of care to ensure needs are met focusing on the individuals own and community assets. Complete a Care Act Assessment to determine eligibility, producing a Support Plan in line with an assessed budget. Liaise with social care and health professionals to promote positive outcome for the individual.  4. Where directed to supervise and performance manage a team of Enablement Assistants including supervisions, appraisals and staff observations. To convene and lead team meetings to cascade information appropriately. Supporting positive communication between team members, other partners, families and carers with regards to care packages.  5. To support well-being and independence through early action to prevent problems developing or stop them getting worse, by referring and arrange equipment for the provision of Occupational Therapy aids and adaptations to assist with daily living and the Health & Safety of staff.  6. To mentor/support new Enablement Assistants through Induction, Care Certificate, Apprenticeship, level 2. Complete and record competency assessments of allocated staff in line with CQC, and departmental targets.  7. Where directed authorise annual leave for Enablement Assistants in line with Department guidelines to monitor team sickness and complete return to works for allocated staff, maintaining accurate records. Escalate prolonged frequent sickness, breaches of targets to the Community Enablement Manager,  8. To be aware of the different ethnic and cultural needs of the local population. To develop and deliver ethnically and culturally sensitive care packages, seeking advice as appropriate.  9. To undertake the initial fact-finding regarding complaints relating to service delivery, staff teams and insurance claims for accidents as requested by the Community Enablement Manager.  10. To complete and maintain accurate data, statistical information, as required, regarding service delivery, staffing, and service users, authorise time sheets and variations. Deal with payroll queries and day to day staffing issues including agency staff  11. Refer to rota patterns to cover service requirements, when necessary to provide emergency” hands on cover” To operate a professional duty system and know how to interpret, handle and communicate information, supporting colleagues, people who use services, their families, and external partners  12. “Promoting Independence” Involve the person in setting achievable goals to maximise their potential, encourage service users to maintain an appropriate level of self-care, maximising informal community support via sign posting.  13. To comply and communicate to staff the authority’s rules and regulations relating to Health & Safety at Work managing risk and completing risk assessments. To issue PPE equipment (e.g. personal care gloves aprons etc.) and comply with audit of goods and council assets.  14. To be responsible for a caseload of vulnerable service users under the supervision of a Community Enablement Manager. Demonstrate the ability to consistently apply legislation and protocols relating to Safeguarding, Mental Capacity Act, GDPR information sharing and writing reports clearly and ethically.  15. To support and recording the safe management of medicine for people receiving social care. Respond to concerns raised in relation to medicine support and consult with other health care professionals for guidance. To support staff to deliver effective medicines support through on-going competency assessments. | | | | |
| **Structure:**  Service Manager  Community Care  Community Enablement Managers  Transitions Manager  Apprentice Enablement Managers  Resource Planner Manager  Technical Manager  Reviewing Team  Resource Planners/Coordinators  Enablement Coordinators  Access Information Advisor  Enablement Assistants | | | | |
| **Special Knowledge Requirement. Will be used for shortlisting.** | | | | |
|  | | | | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | | | |  |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Lower threshold level – where the person is able to demonstrate that they can during the interview:  a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to.  b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves. | | | | X |
| Gives praise, recognition and support to others | | | | X |
| Works effectively and to deadlines | | | | X |
| Safeguarding and promoting the welfare of Adults.  This requires understanding what harm or abuse is. Recognising it and responding to it proportionately.   * Assessing risks and emotional resilience * Reflecting and making informed judgements * Acting within local procedures, arrangements and resources   Aware of own limits and boundaries and others roles. | | | | X |
| Demonstrate how to put person – centred values into practice in a way that promotes the values of individuals and to plan for their future well-being and fulfilment | | | | X |
| Effective communication and engagement with adults and carers.  Building Trust and Establishing relationships to meet their cultural, religious, language and health needs | | | | X |
| Be able to manage risk and undertake risk assessments to support service user safety | | | | X |
| Develops high standards and strives for success | | | | X |
| Demonstrates appropriate & timely communications skills | | | | X |
| Links performance and prioritisation to service delivery | | | | X |
| Supports and encourages staff to meet performance needs | | | | X |
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| **Relevant experience requirement: Will be used for shortlisting** | | | | |
| Significant experience of working within the care sector or voluntary sector. | | | | |
| **Relevant professional qualifications requirement: Will be used for shortlisting** | | | | |
| QAF Diploma or Level 2 in Health and Social Care or equivalent is essential for the post.  Willingness to achieve Level 3 in Health & Social Care. | | | | |
| **Core Employee competencies to be used at the interview stage.** | | | | |
| **Carries Out Performance Management** | | | | |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard. | | | | |
| **Communicates Effectively** | | | | |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** | | | | |
| **Carries Out Effective Decision Making** | | | | |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. | | | | |
| **Undertakes Structured Problem Solving** **Activity** | | | | |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. | | | | |
| **Operates with Dignity and Respect** | | | | |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face. | | | | |
| **Working Conditions:** | | | | |
| NWOW applies.  Enablement Coordinator rota to cover the needs of the 24/7 service including weekends and bank holidays.  Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | | | |
| **Special Conditions:** | | | | |
| Enhanced DBS check  Legally eligible to work in the UK  Must hold a full UK driving licence | | | | |
| **Compiled by:**  **Pat Cole**  **Date: 15.1.2020** | **Grade Assessment Date:**  **01.10.2020** | | **Post Grade: SO1** | |