

**Manchester City Council
Role Profile**

**Reablement Team Leader, Grade 6
Directorate for Adults
Reports to: Registered Reablement Manager**

Key Role Descriptors:

The roleholder will organise and manage a team of reablement staff that provide direct care to customers in their homes in order to help them regain, or maintain, their independence.

The roleholder will ensure that the capacity of the team is managed effectively, through rota and performance management, in order to ensure demand for reablement services can be met.

The roleholder will work collaboratively with Directorate colleagues, and Health Service colleagues, to develop and deliver effective reablement and prevention services.

The role holder will implement a city wide approach in relation to the provision of community based services in line with the Care Quality Commission (CQC) standards.

Key Role Accountabilities:

Effectively manage a team of reablement staff, undertaking all staff management activities, coach staff and observe practice, evaluate performance and put in place appropriate support to ensure continuous service improvement and improved outcomes for customers.

Manage an effective and efficient rota system that helps schedule reablement support worker visits to customers.

Ensure, through effective capacity management, that requests for reablement services are always responded to promptly, supported by 'real time' information on current capacity.

Assess and review health and safety issues relating to staff and customers. To identify and action solutions to minimise risk. To make safe and stabilise the presenting needs of the customers where required.

Support the development needs of reablement support workers by ensuring all new directorate initiatives are disseminated down to them, and all skills gaps are effectively addressed.

Work in partnership with colleagues in district teams, and the Health Service, to support the integration of services.

Provide regular management information to the Registered Reablement Manager demonstrating the performance of the team against the specified performance targets.

Consult with customers regarding the quality of the service provided, taking appropriate management action and reporting back outcomes to customers and staff.

Identify safeguarding and mental capacity issues and refer as appropriate, assisting in investigations of allegations of any form of abuse to vulnerable adults.

Actively participate in new initiatives and future changes intended to improve service delivery.

Contribute to the delegated budget holders, ensuring that expenditure is within budgetary targets and all financial responsibilities are discharged in accordance with financial regulations.

Personal commitment to continuous self development and service improvement.

Carry out all duties in accordance with National Minimum Standards and the Care Quality Commission.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Reablement Team Leader– Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Competencies/Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others.
- **IT Skills:** Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable.
- **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.
- **Financial Management:** Ability to work confidently with financial data and make decisions using appropriate financial information, interpreting trends and accounting for risk.

Technical requirements (Role Specific)

Hold or willing to undertake and achieve NVQ Level 4 in Health and Social Care within six months of commencing in post.

Experience of working in a Social Care or Health Care Setting with an understanding of relevant Social Care legislation.

Full driving licence and access to a car for business use.