**Manchester Local Care Organisation**

**Role Profile**

**Building Independence Team Support Worker, Grade 5**

**Reablement Service, Adults’ Directorate
Reports to: Integrated Reablement Team Leader**

**Job Family: People Care and Support Direct**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users’ needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified

**Key Role Accountabilities:**

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer-term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

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

**Role portfolio:**

The Reablement service supports vulnerable adults to remain at home and be as independent as possible. Reablement services are regulated by the Care Quality Commission (CQC). We have a team of over 250 Support Workers delivering services across Manchester. Using strength-based models of working we support people in their own homes, on a short-term basis, with a variety of daily living tasks including maintaining personal hygiene, preparing food, accessing community resources and managing day to day risks. The support the service provides ranges from motivation and confidence building to more practical assistance. We will work with individual people to agree achievable, person-centred goals and develop support plans which promote independence and focus and the things that matter to them.

The team will work sensitively with people to build trust in services where misplaced fears that may be preventing people engaging with support around identified needs leading to poor health and wellbeing outcomes. Supporting people to engage in healthy living initiatives to adopt and develop sustainable lifestyle changes, leading to lifelong healthy behaviours and outcomes. The post holder will support people in their own home and other locations, enabling them to live with dignity, respect and independence. Working closely with community and voluntary groups & partner services to support people to build positive support networks, promote inclusion, and meet assessed needs. This will include assessing and reviewing health and safety issues relating to staff and people being supported to identify and action solutions to minimise risks.

The service takes referrals, and we aim for people to leave the service either with no ongoing care needs or a reduced level of support.

The role will identify safeguarding and mental capacity issues and refer as appropriate assisting in investigations of allegations of any form of abuse to vulnerable adults.

Ensuring the provision of high quality, customer focused service, that supports in achieving agreed business priorities, objectives and locality service/team plans, in alignment with corporate strategies, policies, legislation and regulations.

To work collaboratively with a range of key stakeholders to consistently embed Reablement practices across the city, ensuring a holistic approach to remove blockages, resolve issues and ensure the Council’s duties are met effectively and efficiently.

Continual personal development to ensure that the role holder is appropriately trained to deliver a high-quality service which is person centred, customer focused and improves outcomes.

Work in line with Care Quality Commission (CQC), National Care Standards and City Council policies and procedures, incorporating changing legislation and best practice, maintaining a thorough understanding of safeguarding procedures with the ability to recognise and respond appropriately to any issues that arise and participate in any investigations as appropriate.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skill:** 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.
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to the task complexity and priority.
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decision or actions taken.
* **Problem Solving and Decision Making:** Able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop innovative approaches to finding solutions outside of existing parameters
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.

**Technical Requirements (Role Specific)**

* Willing to consent to and apply for an enhanced Disclosure and Barring Service (DBS) check
* To have a clean, current UK driving license and access to a car with business use.
* Requirement to work flexibly over seven days, including bank holidays and weekends.
* Hold or willing to undertake the Care Certificate and minimum level 3 or equivalent qualification or be willing to work towards this within 6 months of starting the role.