Post:	**Reablement & Crisis Support Team Leader**	**Grade: 7 (Scp 20 – Scp 22)**
Location:	**Magdalen Square/ Community-based**	**Service: Reablement & Crisis**

Accountable to:	**Registered Service Manager**
Direct Reports:	**Reablement & Crisis Support Workers**

WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by staff and individuals who use our services.

Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other
- **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other
- **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service
- **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.

JOB PURPOSE

To undertake day-to-day supervision and workload management for a team of Reablement and Crisis Support Workers, providing a diverse service, promoting an enabling ethos.

Ensure that a quality service is delivered, that meets the needs of the service users and promotes their independence and choice, and the ability to remain living in their own homes.

Provision of cover as and when required for the Reablement and Crisis Services.

MAIN DUTIES AND RESPONSIBILITIES

1. Undertake formal supervision sessions in line with company policy with Reablement and Crisis Support Workers, on an individual or group basis and develop staff to achieve their maximum potential.

2. Ensure maintenance of detailed staffing profiles in order to effectively match the needs of the service users to enable the efficient scheduling of work for the Reablement Workers via the electronic call monitoring system.

3. Monitor and manage the Reablement Workers to address any issues where standards do not meet those required.

4. Assist in the recruitment, induction and deployment of the Reablement workforce, as required.

5. Ensure that service user goal focused plans are effectively implemented and monitor staff performance in this regard and liaise with the Trusted Assessor and management team to address any issues where standards do not meet those required.

6. Ensure that the Electronic Monitoring System is updated to record service user progress against their

support plan and agreed outcome focused goals.

7. Utilise the Trusted Assessors Level 3 qualification in assessing, providing and fitting of equipment and minor adaptations in community settings and monitor the safe use of this equipment.

8. Ensure that departmental and service specific quality standards are implemented, monitored, reviewed and reported.

9. Act as a first point of contact for service users, staff, families and other professionals to report any areas of concern or significant changes in the health, social or environmental circumstances of service users and communicate the relevant information to the Reablement Workers, management team and/or other relevant professionals.

10. Contribute to the effective delivery of the service by liaising with the service user and other professionals, ensuring care plans are implemented accordingly.

11. Monitor the condition of the service user and advise the Trusted Assessor management team and other professionals of changes in service user needs.

12. Monitor changes in medication requirements and review and change the necessary documentation.

13. Respect the service user's diversity, choice, dignity, privacy, and maintain service user confidentiality at all times.

14. Maintain detailed staffing records, such as: supervision records, medication competencies, training progress, car insurance and driving licence checks etc.

15. Advise on policies and practices in relation to health and safety at work.

16. Provide both written and verbal input into the assessment and review stages. Attend reviews, case conferences and other appropriate meetings as directed by the Trusted Assessor and management team.

17. Support and participate in the agreed departmental training strategy.

18. Conduct back to work interviews for your direct reports, in line with the Company's Attendance Management Guidance.

19. Maintain accurate team records and where applicable operate the automated IT system to produce service user information and monitor staff movement.

20. Participate in the delivery of care, as and when required.

21. Undertake any other duties appropriate to the work and grade of the post as may be directed from time to time in order to meet the requirements of the service.

SPECIAL CONDITIONS

The Reablement and Crisis Services are operational 365 days a year, including weekends, public holidays, statutory days and concessionary days. The appointed person's individual hours of duty will be based on the needs of Service Users. The appointed person will usually be required to work 5 out of every 7 days and will be required to work 'out of hours' as and when necessary.

Lone working will apply.

Must be able to fulfil the travel requirements for this post.

An Enhanced DBS check is required.

TRAINING AND DEVELOPMENT

A commitment to personal development and skills acquisition is essential to ensure the team can deliver a modern, person-centered quality service.

All mandatory training must be completed.

There is an expectation placed on all employees to achieve the appropriate level of vocational qualification at the first possible opportunity.

SAFEGUARDING

All staff have a duty to report, through the Line Management process, any aspect of Service User care which warrants investigation or urgent action and to take appropriate action in an emergency. This includes sharing any information about any New Directions' employee who they consider may pose a risk of harm to vulnerable adults in accordance with New Directions' Safeguarding and Whistle Blowing Policies.

This post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore not entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Company. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

EQUALITY AND DIVERSITY

Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

GENERAL

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. In particular the post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.
The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of conduct, codes of practice and legislation in relation to the Data Protection Act 1998 and the General Data Protection Regulations.

Date: March 2025

Jobholder Requirements Reablement & Crisis Support Team Leader	Essential (E) or Desirable (D)
Qualifications & Training	
Diploma in Health & Social Care Level 3 or other relevant qualification	**E**
Level 3 Diploma in Team Leading	**D**
BTEC Advanced Award in Provision of Community Equipment - or be willing to work towards	**E**
Experience	
Supervisory experience within a health and social care setting, ideally in Reablement or community-based settings	**E**
Experience of working with vulnerable adults	**E**
Experience of writing goal focused plans and carrying out risk assessments to ensure service users' needs are met within a safe working environment	**E**
Experience of working within a Reablement and/or Crisis Support Service	**E**
Experience of using an electronic staff/ care planning system	**E**
Experience of reablement, involving person centered approaches to care and support	**E**
Accepting referrals and allocating/ rostering work plans	**E**
Managing risk within a home care environment	**E**
Handling complaints and problem solving	**D**
Mentoring/ coaching of others to use electronic call monitoring systems, e.g., Webroster	**D**
Monitoring employee performance and attendance	**E**
Monitoring quality standards to ensure CQC compliance	**E**
Monitoring & demonstrating safe use of Trusted Assessor prescribed community equipment	**E**

Skills/Knowledge/Aptitudes	
Understanding of CQC Essential Standards and other relevant guidance	**E**
Understanding of risk management approaches appropriate to the delivery of an enabling health and social care service	**E**
Good understanding of health and safety legislation and guidance in relation to a home care service	**E**
Awareness of assistive technology and how it can support service users in the community	**D**
Good understanding of safeguarding best practice and procedures	**E**
Awareness of financial management processes	**E**
Ability to safely administer medication	**E**
Ability to use initiative and plan own workload	**E**
Excellent communication, time management and organisational skills	**E**
Use of Microsoft Office Packages including Word, Excel and Outlook	**E**
Promote and demonstrate the Company's core values and behaviors	**E**
Awareness of small adaptations and community equipment and how it can support service users in the community	**E**
Able to support others to learn, using enabling, coaching and mentoring approaches	**E**
Able to manage difficult situations and remain calm under pressure	**E**
Able to work flexibly, independently or as part of a team and take decisions as appropriate	**E**
Demonstrate a confident and an appropriately assertive approach	**E**
Demonstrate empathy, respect and dignity for others with a tactful and diplomatic approach	**E**
Demonstrate a positive, professional and proactive approach to work and be receptive to change	**E**
Special Requirements	
Must be a car driver with use of own vehicle	**E**
Enhanced DBS Check	**E**
Flexibility to work weekend/evenings, as required	**E**