

Job Description

Department:	People & Communities
Division/Section:	Reablement
Job Title:	Reablement Hospital Coordinator
Post No:	
Grade:	Grade 6
Reports to:	Team Manager
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;">Reablement Lead</div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-left: 100px;">Reablement Hospital Coordinator</div>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	- state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring)
Job Purpose:	<ul style="list-style-type: none"> To support the successful discharge of clients from acute hospital settings, back to their homes with support from the reablement service. To provide information to new clients and their families/carers of the process and support of reablement service To work alongside the Hospital Discharge team to ensure clear communication and build strong working relationships between health colleagues and adult social care.

Main Duties and Responsibilities:

<ul style="list-style-type: none">● Interpreting Information and developing short term solutions to problems as they arise.● Liaise effectively with team members and other professionals/agencies.● To be highly organised in order to ensure that all tasks are completed accurately and timely● Maintain a confident and pleasant telephone manner● The ability to be fair and calm in a busy and stressful environment● The ability to work under pressure and against tight deadlines to ensure delivery of service to clients leaving the acute hospital● Maintain good customer care to our clients and their families● Ability to maintain accurate and up to date records on a number of computer systems and spreadsheets in accordance with policies and procedures● Work closely with the Reablement Lead manager to ensure adequate cover for the reablement service.● The Ability to use your own initiative and problem solving skills to ensure service capacity● Experience of working with others, face to face and via telephone● Comprehensive I T skills are essential to deliver this role efficiently● Ensuring accurate database information for clients and staff to ensure that vulnerable clients care support is completed.	
Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 14/05/2024

COMPLETED BY: Laura King

Person Specification

JOB TITLE:	Reablement Hospital Coordinator	POST NO:	
GRADE:	Grade 6	DEPARTMENT:	Reablement
HOURS	37		
DIVISION:	People & Communities	DIRECTOR:	Stephen Taylor
DATE:	14/05/2024	COMPLETED BY:	Laura King

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge and good understanding of customer care (A & I) 	<ul style="list-style-type: none">
SKILLS & ABILITIES	<ul style="list-style-type: none"> Confident and pleasant telephone manner (A & I) Ability to be fair and calm in all situations (A & I) Ability to prioritise work to ensure service capacity at all times. (A & I) Problem solving skills and abilities and developing short term solutions to solve service gaps in capacity (A & I) Ability to work to tight timescales Ability to work within stressful environment Excellent organisational skills and communication skills (A & I) Ability to maintain accurate documentation. (A & I) Comprehensive I T skills (A & I) Ability to work against time pressure and tight deadlines Working some Bank Holidays 	
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in a busy team delivering front line support to vulnerable clients (A & I) Experience of working with database systems for planning of service delivery (A & I) Experience of working with others, face to face and by telephone.(A & I) 	
QUALIFICATIONS	<ul style="list-style-type: none"> To be able to demonstrate clear understanding of written and verbal English Language and numeracy (A & I) 	NVQ in care or Diploma in care
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A & I)	

CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	
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*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (Presentation) Written Test.]*