THE MORAY COUNCIL

JOB DESCRIPTION

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| (1) JOB IDENTITY |
| POST TITLE: Care at Home Reviewer DEPARTMENT: Health & Social Care Moray  SECTION: Care at Home LOCATION:  REPORT TO: Care at Home Depute Manager  GRADE: 5 POST NO: MOR07332 |

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| (2) JOB PURPOSE AND WAY OF WORKING |
| To review the care provided by the Care at Home service based on assessed needs and outcomes and thereafter arranging the required changes. |

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| (3) MAJOR TASKS |
| * 1. Undertake review visits to service users in accordance with statutory timescales.   2. Monitor, review and action service packages.   3. Arrange Care at Home Staff Training reviews and updates.   4. Assist with the development of the staff and service user newsletters.   5. Participate in team meetings and council initiatives and ensure CPD   6. Health and Safety. |

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| (4) REPORTING RELATIONSHIPS This job is indicated by \* |
| Care at Home Team Manager  \* Care at Home Reviewer |

*SIGNATURES AND ADMINISTRATION ONLY*

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| *Author’s Signature:*  *Postholder’s Name:*  *Supervisor’s Name:* | *Validator’s Signature:*  *Signature:*  *Signature:* | *Date:*  *Date:*  *Date:* |

| (5) DUTIES TYPICALLY INCLUDE: |
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| * 1. Undertake review visits to service users in accordance with statutory timescales      1. Plan, co-ordinate and schedule appointments for 6 monthly service reviews to include all appropriate stake holders.      2. Visit service users at home to complete the reviews.      3. Identify use of OT aids to support independence.      4. Complete the appropriate paperwork and obtain the necessary signatures.      5. Feedback relevant information to the Care at Home Officer.      6. Maintain and update the relevant IT systems and documents.      7. Provide the service user with their copy of the documentation by ensuring it is provided to the Care at Home Support Officer to be placed in the appropriate sections of the service user file.      8. File the documentation in the service user file in each locality office for inspection purposes.      9. Ensure a confident demeanour when dealing with people who present with challenging behaviour, are abusive and/or have extreme disabilities and/or difficulties or those who present with inappropriate behaviour.      10. Participate in the completion of risk assessments and management plans to reduce or alleviate risk.      11. Communicate with people who have hearing and sight impairments and those who have difficulty communicating.   2. Monitor, review and action service packages      1. Appropriate reports from the scheduling and monitoring system to confirm the care provision within a locality area.      2. Action any changes in conjunction with the Care at Home Officer, advising the service user and Social Work colleagues of the changes.      3. Update data bases and paper based documentation and ensure delivery of paperwork take place.      4. Communicate changes to all staff electronically.      5. Ensure ASP and CP issues are reported in accordance with policy.   3. Arrange Care at Home staff training reviews and updates      1. Obtain staff training information from LearnPro (CLIVE) and Staffplan.      2. Arrange staff training and include mandatory training and updates to training as prescribed.      3. Arrange for Social Care Workers to attend training, update data bases and advice Social Care Worker of training details.   4. Assist with the Development of the staff and service users news letters       1. Gather information requires for the bi-monthly staff and service users newsletter including information from Care inspectorate and other statutory bodies.      2. Arrange for the Public Involvement Officer to visit individuals or groups of service users in order to gather information for the newsletters.      3. In conjunction with the Public Involvement Officer, create the newsletters and provide to Senior Management for verifying.      4. Email newsletters to locality teams and send out to service users.   5. Participate in team meetings and council initiatives and ensure CPD.      1. Participate in supervision with line manager.      2. Undertake annual ERDP with line manager.      3. Attend training as required.      4. Attend team meetings as required.      5. Participate in employee surveys.      6. Ensure up to date working knowledge and awareness of legislation relevant to post.   5.6. Health and Safety  5.6.1 Take reasonable care for the health and safety of self, other staff and service users in accordance with Council policy, legislation and training.  5.6.2 Co-operate with the Council in ensuring that health and safety duties are complied with.  The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties. |

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**PERSON SPECIFICATION**

**Post:** Care at Home Reviewer

**Department:** Health and Social Care Moray

**Date Specification Completed:** July 2017

**Note:** Any disabled applicant who meets the essential criteria for the post is guaranteed an interview.

| **ATTRIBUTES** | **ESSENTIAL *The minimum acceptable levels for safe and effective job performance*** | **DESIRABLE *The attributes of the ideal  candidate*** |
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| 1. **Experience** | Experience of working with both older people and those with physical and mental health disabilities and groups, in a community setting.  Awareness of the social, emotional and physical needs of people.  IT literate in word, excel, email and Microsoft packages. | Knowledge and an understanding of Community Care.  Experience of working with different client groups, particularly older people.  Clerical experience. |
| 1. **Education & qualifications\*** | \*SVQ 2 in Health and Social Care and experience in working in social care. Commitment to undertaking and completing SVQ 3 or HNC in Health and Social Care. | \*SVQ 3 in Health and Social Care |
| 1. **Skills/abilities (general)** | Excellent verbal and written communication skills.  Ability to work unsupervised.  To be able to work under pressure & prioritise own workload.  Ability to accurately record information.  Self-confident and self-motivated. | Ability to resolve problems. |
| 1. **Skills/abilities specific to post\*** | Confidentiality.  You will be expected to travel efficiently and effectively between various work locations within Moray to meet the operational requirements of the Service.  Due to the rural nature of Moray this is normally undertaken by use of a car. | Ability to confidently research and present information. |
| 1. **Inter-personal & social skills** | Ability to deal confidently and sympathetically with people who may not agree with decisions and policies.  Ability to use discretion and adopt a calm approach.  Willingness to accept direction/delegation. | Able to show compassion and patience.  Ability to deal confidently with people who present challenging behaviour. |
| 1. **Working environment & physical demands** | Able to work in an open plan office.  Ability to work in different office depending on service requirements.  Flexible to meet the demands of the service. |  |

\* Candidates will be required to show these documents if invited for interview.

Satisfactory Disclosure Scotland check required? ~~YES/~~NO

Membership of Protecting Vulnerable Groups Scheme (Working with Children) ~~YES~~/NO

Membership of Protecting Vulnerable Groups Scheme (Working with Vulnerable Adults) YES/~~NO~~

Satisfactory pre-employment medical screening required? ~~YES~~/NO