

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Health & Adult Services

Postholder:

SECTION: Reablement Team

GRADE: PO8

POST DESIGNATION (Title): Reablement Integrated Operations Manager

Purpose of Job:

To be responsible to the Service Lead (Oxleas) and Service Manager (RBG) for:

- i. Overseeing the Management of the team including Social care and Therapy staff in line with the service plan and associated standards.
- ii. Performing the duties of the Registered Manager for the Reablement Team.
- iii. Ensuring services are operated and compliant with the Care Quality Commission (CQC) minimum standards
- iv. Leading and ensuring the overall successful delivery of high-quality Reablement services which provides direct reablement support to service users with a range of reablement needs in the community to maximise independence.
- v. Embedding the principles of interdisciplinary working/reablement and cross skilling for all staff, including implementing the competency frameworks.
- vi. Providing effective leadership and management to the Team Manager and therapy leads within the service.
- vii. Leading in setting and implementing a performance management framework.
- viii. Leading work across RBG and Oxleas in monitoring service performance targets and practice standards within the service.
- ix. Producing weekly reports to demonstrate the clinical effectiveness and performance of the team and to monitor team capacity.
- x. Carrying out service reviews and ensure the service continues to develop and adheres to a model of continuous improvement.

Main duties

Manages up to ...41.5 directly managed staff

Manages up to ...6 indirectly managed posts

- 1) To be responsible for the development of policies, processes and the overall successful delivery of a high quality, prompt and effective reablement service and to ensure effective services for Greenwich residents through appropriate consideration and assessment of risks.
- 2) Deliver a Reablement service that has clearly set goals, reviewed appropriately, and closed in a timely manner.
- 3) Produce regular reports and identify performance issues, take timely action to remedy and resolve performance issues.
- 4) Ensure the team is led effectively and efficiently in line with Council/Oxleas guidance and policies.
- 5) Ensure service provision is consistent and in line with local and national best practice guidelines through support within Council and Oxleas procedures.
- 6) Lead in the strategic development of the service. The service must be person centred, effective, efficient and in line with current national legislation, policies, and local priorities.
- 7) Work to develop the therapy element of Reablement in order to provide a therapy led service.
- 8) Use management information and other forms of proactive managerial oversight to assess and assure team performance for quality and timeliness, taking any necessary corrective measures as soon as possible.
- 9) Work with the performance team to improve performance both (qualitative and quantitative), as required.
- 10) Assess, manage and report risks and identify service gaps and benefits for changes, and resource implications.
- 11) Implement approved service improvements and make recommendations to improve service delivery and performance.
- 12) Collaborate and cooperate with managers across RBG and Oxleas to make overall system improvements.
- 13) Monitor the Therapy provision within the team ensuring that services delivered are consistent with best practice, in Occupational and Physiotherapy.
- 14) Ensure that staff have a good understanding and awareness of RBG and Oxleas Safeguarding Policies and procedures.
- 15) Be accountable for the financial management and control of all allocated budgets.
- 16) To be responsible for the line management of the Team Manager and Lead Therapist.
- 17) Monitor the caseload to ensure assessments, treatment and rehab interventions are appropriate to ensure timely discharge and patient flow is optimised within agreed targets.

- 18) Hold regular performance meetings to ensure that the team are aware of up-to-date performance metrics and KPI's.
- 19) To brief members and draft responses to MP and Member enquiries and service user complaints within agreed timescales.
- 20) To be service expert and have detailed knowledge experience in reablement and therapy.
- 21) Work with colleagues (internal and external) to contribute to effective joint working practices / integrated services to improve outcomes and maximise independence.
- 22) Work to deliver integrated care and develop new ways of working across health and social care.
- 23) Working with internal and external partners (housing, public health, voluntary sector etc) to provide holistic and joined up service provision for residents in Greenwich.
- 24) Understand the effects of discrimination and exclusion of certain groups of service users and employees and demonstrate an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.
- 25) Be aware of and comply with current Health and Safety regulations and Greenwich Council's Health and Safety policy as they relate to the duties and responsibilities of the post.
- 26) Ensure the service meets CQC requirements and organisational policy.
- 27) To contribute to an out of hours on call facility as required.
- 28) To undertake any other work appropriate to the level and general nature of the post's duties.
- 29) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 30) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 31) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 32) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
- 33) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 34) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- 35) This post requires an Enhanced DBS with adult's barred list and will be supported by Safer Recruitment tools.

36) There may be a requirement to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Person Specification

Job Title	Reablement Integrated Operations Manager
Grade	PO8
Service/Section	Short Term Service
Directorate	Health and Adult Services

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Therapy Degree related to professional role.	E
Detailed, authoritative knowledge and understanding of legislative and contextual framework affecting the work of the Reablement team acquired through experience in relevant / specific field.	E
Substantial knowledge and experience of reablement and therapy pathways to maximise independence associated with the operations of the team.	E
An understanding of the performance measures of maximising independence for the team and the tools that are available to assure and improve standards of service delivery.	E
Skills and Abilities	
Ability to develop an ethos in the team which identifies and builds upon strengths of service users, their families and community resources to enable independence to be maximised at each and every stage of the process.	E
Ability to manage and motivate a multi-disciplinary team to achieve team goals of maximising independence and address performance issues.	E
Ability to work flexibly and to be on call outside of normal office working hours. ie weekends and evenings	E

Experience	
Experience of working to support and plan the process of preparing for CQC Inspections, and using the outcome of previous Inspections to improve service delivery.	D
Experience of managing staff.	E
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E