

Directorate:	Adult Social Care and Health
Unit/Section:	Kent Enablement at Home
Grade:	KR09
Responsible to:	Kent Enablement at Home Operational Manager

Purpose of the Job:

Manage Enablement Supervisors, admin staff and community-based Enablement Support Workers delivering enablement and domiciliary care within a locality patch.

Manage the delivery of the service in line with individual client needs, within budget and in line with the Regulations and Outcomes as set out in the Health & Social Care Act 2008.

Main duties and responsibilities:

- Manage Enablement Supervisors, admin staff and community-based Enablement Support Workers in the provision of domiciliary care within a locality patch to ensure that the delivery of service meets the Outcomes under the Health & Social Care Act 2008, being responsible for all staff TCP assessments and the provision of payroll data on a monthly basis.
- Manage a caseload of Enablement service users through assessment, provision of service and review.
- Manage the deployment of Enablement Support Workers within the hours available and in line with Service Practices and Procedures to meet the service requirements . ensuring that staff fulfill the requirement to enable people to develop and maintain independent living skills and meet individual support plans.
- Recruit and develop staff, delivering (both directly and indirectly) appropriate staff training for Enablement Support Workers with regard to Service Practice procedures and support staff with regard to administrative systems to meet service delivery standards.
- Ensure safe working environments for staff to meet Health and Safety requirements.
- Maintain and develop Locality-consistent administrative systems to monitor performance in respect of hours delivered, service outcomes and referral data, assisting the Operational Manager with the provision of data for budget and activity monitoring to continue to provide an efficient and effective service and to demonstrate that the service is meeting specification.
- The postholder requires a good working knowledge of community domiciliary care, its relationship with the Regulations under the Health & Social Care Act 2008 and that the service is delivered in accordance with the Outcomes.

- Identify and process any safeguarding and quality of care issues (including medication errors and complaints as they arise) and refer on to appropriate colleagues to ensure that the client's welfare is protected and that the quality and standard of services provided are above and beyond the levels that are anticipated.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<p>Holding or willingness to work towards Management qualification at Level 5, Level 5 Diploma for Health and Social Care or equivalent</p> <p>Holding or willingness to work towards Qualified NVQ Assessor</p> <p>If it is stated in your Contract of Employment that you should be registered with an appropriate professional body, e.g. GSCC, then this registration must be maintained at all times</p>
EXPERIENCE	<p>Background in adult services or previous caring role or first line supervisor/line management experience</p> <p>Experience of supervising staff</p> <p>Experience of working to contract specifications and delivery to required standards</p>

SKILLS AND ABILITIES	<p>Ability to undertake and document formal risk assessments</p> <p>Ability to accurately assess client needs</p> <p>Ability to communicate effectively with all levels of staff, Service Users and external contacts as required by the job</p> <p>Ability to prioritise own workload in line with operational procedures and standards</p> <p>Ability to monitor effectively others' work performance</p> <p>Proven administrative skills</p> <p>Excellent negotiating and interpersonal skills</p> <p>Ability to deliver services within budget and to contractual specification</p> <p>Ability to recruit, manage and develop a team of community based Enablement Support Workers, admin staff and Enablement Supervisors.</p> <p>Ability to promote the service in full</p> <p>Ability to travel to meet the requirements of the service</p> <p>Ability and commitment to support the Directorate's Equality and Diversity Policy Statement, which is an integral part of the Directorate's service delivery and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion</p> <p>This post is considered by KCC to be a customer-facing position. The Council therefore has a statutory duty under Part 7 of the Immigration Act (2016) to ensure that post holders have a command of spoken English/Welsh sufficient for the effective performance of the job requirements.</p>
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KNOWLEDGE	<p>Staff will be expected to work within national legislation and Corporate and Directorate policies and procedures relating to Health & Safety.</p> <p>Appreciation of Diplomas in the management of care and relevant assessment techniques.</p> <p>Comprehensive awareness and understanding of the Outcomes as set out in the Health & Social Care Act 2008.</p> <p>Awareness of overall policies/procedures of department.</p> <p>Excellent understanding of enablement and how it fits the assessment process.</p> <p>Thorough awareness of legislative framework relating to the provision of enablement and domiciliary services.</p> <p>In depth knowledge of Safeguarding (Adult Protection) issues and need to promptly refer any concerns to Line Manager.</p> <p>Awareness of Data Protection and confidentiality issues.</p> <p>Awareness of and compliance with KCC equality and diversity policies, procedures and legislation.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>