

## Kent County Council

### Job Description: *Enablement Supervisor*

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Kent Enablement at Home  
**Grade:** KSE  
**Responsible to:** Locality Organiser

#### **Purpose of the Job:**

Manage a caseload of clients requiring domiciliary services (including enablement/assessment and long term provision) to identify the correct level of need and the outcomes required, and to enable clients to maintain their independence.

Provide practice monitoring, supervision and training to a team of Enablement Support Workers in the community. Monitor the quality of service provided and ensure that the staff work in a healthy and safe environment.

#### **Main duties and responsibilities:**

- Manage a caseload of clients requiring enablement/assessment, and community equipment assessment, identifying the Service Users' eligible needs and developing an enablement support programme in conjunction with individual Service Users, their families, carers and external agencies in order to enable the Service User as much as possible within this short, time-limited intervention.
- Manage a caseload of clients requiring long term domiciliary services and developing a support programme in conjunction with individual service users, their families, carers and external agencies.
- Undertake regular reviews in order to monitor the progress of the Service User, making recommendations concerning the continuation, withdrawal or upgrading of support provided.
- Devise, monitor, review and update individual Support Plans in conjunction with Service Users, their families and carers where appropriate, advising and supporting staff on the delivery of the plans and recording progress.
- Monitor provision and quality of service through regular visits to Enablement Support Workers at their workplace, to ensure work undertaken consistently meets client requirements in accordance with each programme of support, enablement policy and national standards of care.

- Monitor and support Enablement Support Workers to complete and maintain records relating to the service, to ensure that these are complete and accurate in order to comply with policies and procedures.
- Monitor staff working practice and conditions of staff working in the community to ensure an effective and safe working environment in order to satisfy current legislation, approved codes of practice and organisational requirements.
- Contribute to regular review sessions with the Locality Organiser, supplying valid and relevant client information to identify ongoing support, assessment and care issues. Make recommendations concerning the continuation or withdrawal of elements of the Support Plan.
- Contribute to the identification of staff training and development requirements, planning and delivering training based on an assessment of current and potential competence against work objectives in order to maintain an agreed quality of service and encourage individual employees' development.
- Promote equality for all individuals which recognises and encourages anti-discriminatory behaviour, respecting confidentiality to information to recognise Service Users' rights and choice and respect personal beliefs.
- Identify any safeguarding and quality of care issues and refer on to appropriate colleagues to ensure that the Service User's welfare is protected and that the quality and standard of services provided are at and beyond the levels that are required.

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

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### Person Specification: *Enablement Supervisor*

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

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

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Level 3 Diploma Health &amp; Social Care</li> <li>• Holding or willingness to work towards: Qualified Manual Handling Assessor. Community Equipment Assessor</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven experience of working with the client group</li> <li>• Proven experience of practical care, including nursing, residential care or domiciliary care.</li> <li>• Supervisory experience</li> <li>• Experience of working within a multi-agency environment</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills</li> <li>• Good communication skills to contribute to review sessions and represent matters which require further consideration and to liaise with a range of external agencies (NHS, Age Concern, Meals on Wheels, Alzheimer's Society etc)</li> <li>• Proven competence in the application and assessment of Care Practice in accordance with National Standards of Care</li> <li>• Confidence and ability to assess manual handling techniques and other work routines to ensure that practice complies with the standards required and that general patterns of work are safe</li> <li>• Ability to monitor work activities and assess enablement &amp; care practices in accordance with programmes of support, care and predetermined standards.</li> <li>• Ability to contribute to identifying and planning staff training</li> <li>• Active commitment to the concept of customer care and delivering services which reflect the individual needs of service users</li> <li>• 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.</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the needs of the job.</li> <li>• Awareness of issues relating to client need, e.g. dementia</li> </ul>

	<ul style="list-style-type: none"> <li>• Awareness of safeguarding issues</li> <li>• 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.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of client group and appreciation of their needs and their carers/relatives</li> <li>• Understanding of enablement and how it fits the assessment process</li> <li>• Understanding of Health &amp; Safety at Work Practices</li> <li>• Understanding of the Mental Capacity Act 2005</li> <li>• Awareness of Data Protection and confidentiality issues</li> <li>• Awareness of legislation relating to Equal Opportunities and KCC equality and diversity policies, procedures and legislation</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>