

JOB DESCRIPTION

Job information as shown on organisation chart

Job Title: Homefirst Assessment and Review Officer	Post No:	Hoople Band: Hoople B
Service: Homefirst	Section:	Location: Elgar House

Organisational information:

Responsible to: The Homefirst Locality Manager (CQC Registered Manager)

Professionally responsible to: The Homefirst Locality Manager (CQC Registered Manager)

Dimensions:

Responsible for: none

Key relationships/Functional links with:

Adult wellbeing staff in the council, Neighbourhood teams, hospital staff, GPs and practices, other health professionals, third sector providers, telecare services, community groups.

Main Purpose of Job:

Responsible for:

The post holder will be responsible for timely assessments, care plans and reviews so that customers' needs can be understood and reflected back to the management team to deploy support workers and other services to meet the customers' needs effectively.

Main Accountabilities

- Contribute to an effective delivery of a high quality Domiciliary and Reablement service that delivers to customer needs and fulfils CQC requirements.
- Undertake Assessments, reviews and discharge planning sessions that reflect the Customers' needs whilst enabling use of their strengths and their choices
- Undertake support planning with Customers by coaching and facilitating a Reablement approach
- Assess and ensure effective risk management plans
- Deliver an individually tailored and effective Domiciliary and Reablement service providing customer led support.
- Develop positive working relationships with the Customers to maximise trust and successful outcomes.
- Liaise with partner agencies to sustain joint working relationships
- To offer a flexible approach to the customer over a seven day week including evenings.
- To assist the management team to organise the deployment of social workers to meet the customer's needs.

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

Job Activities:	Frequency
Service delivery. • Empower customers to seek involvement and social inclusion opportunities in line with CQC standards and requirements. • Undertake needs assessments and support planning with customers by coaching, facilitating and supporting them to recognise their own support needs. • Facilitate measuring the individual's progress and achievable outcomes. • To enable the customer to identify risk, and make choices for overcoming or minimising them. • To include carers and professional involved with the customers care, once consent is gathered or where risks require information sharing. • Carry out customer reviews to agreed times and requirements ensuring all information logged appropriately. • Implement and deliver reablement support plans ensuring a focus on outcomes and deliver results of enabling the customer to regain or maintain independence. • Engage timely building a positive alliance with the customers taking a flexible approach to gain maximum customer satisfaction. • Work as part of a team to ensure safe, effective and supportive service provision, via a Reablement approach. • Undertaking supervising exercise regimes • Teach customers and their carers in the use of aids and equipment. • Demonstrate a range of mobility aids and assistive technology in customers' homes, arranging delivery where necessary. • Work within the agreed procedures for moving and handling and other health and safety policies and procedures. • Ensure accurate recording, maintaining and updating of all information relating to customers using the IT software available for the purpose of data collection in line with local authority and service requirements. • Ensure the highest standards of confidentiality, equality and diversity, and health and safety, ensuring the role is performed in accordance with the company's policies and procedures. • Utilise the corporate Lone Worker policy and procedure • Observe professional boundaries at all times. • Take part in team working exercises to continuously improve the service to ensure its long term viability and success. • Contribute to the team's long-term success by working jointly with other relevant colleagues and external agencies to develop and improve the service. • Promote the service through professional attitude and actively engaging with other agencies and bodies whose clients would benefit from our support service. • Support new staff members during the inductions, and to assist with role modelling tasks, equipment and transfers. • Ensure that assessments, reviews and discharge plans are fed to the Office Coordinator, supporting the day-to-day delivery of the service. • Ensure effective risk management and the Safeguarding of Vulnerable	

Customers ensuring that possible signs of abuse are identified and such matters are dealt with sensitively, appropriately and professionally in line with the company's policy and procedure. • Ensure you are up to date and aware of policy, procedures and standards required for CQC registration supported by the understanding of the relevance of CQC on the service and organisation as a whole. • Contribute to regular team meetings. • Respond to emergency situation ensuring swift and effective liaison with other relevant colleague within the service, Adult Wellbeing and external agencies as appropriate. • Any other duties as appropriate to the post and standard requirements attached to the job.	
Other information: <u>Disclosure type:</u> Enhanced	

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: