

POST TITLE	REABLEMENT ORGANISER
DIRECTORATE	EDINBURGH HEALTH AND SOCIAL CARE PARTNERSHIP
SERVICE	HOME FIRST, COMMUNITY REHABILITATION AND REABLEMENT
RESPONSIBLE TO	MATCHING OFFICER
NUMBER OF POST HOLDERS	25
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The post holder is responsible for organising and managing the daily schedule of activities for front-line care delivery colleagues, ensuring the most effective and efficient use of resources. This includes facilitating the intake of new referrals to service and the discharges at end of service delivery in collaboration with the reablement coordinator. All service delivery must be of a high standard in line with a range of regulatory frameworks and Council policies.

Acting as a key responsible person in ensuring the service is responsive, the post holder will provide safe and effective care working with individuals, their carers/families, hospitals, therapists and community supports to enable people in our care to achieve their optimal level of independence.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Electronic scheduling of work and updating records.
- Organise and schedule reablement visits for a city-wide team of social care colleagues, using electronic scheduling tools and maintaining paper/digital records in line with care regulations and best practice guidelines.
- Deployment of colleagues resources to ensure service user needs are met and outcomes achieved, keeping travel time to a minimum and optimising service capacity to meet utilisation targets.
- Identify resource shortfalls and propose solutions to operational management.
- Act as first point of contact for workers, people receiving support, and carers, escalating to other colleagues and services as appropriate.
- Ensure safety and wellbeing of people in our care and colleagues through active monitoring of scheduling platform.
- Facilitate hospital discharges and match new cases to resources within service level agreements.
- Coordinate handover arrangements for care transfers between internal teams and external providers.
- Assist with care plans and other care related documentation as appropriate.
- Assist in quality assurance and improvement activities as directed by the Care Compliance Officer or operational managers.
- Own and respond to first stage concerns/complaints appropriately.
- Support line managers to respond to absences and ensure effective cover is provided to mitigate risk to reablement visits.
- Provide advice to colleagues delivering reablement in people's homes
- Communicate with coordinators to meet targets and improve services.

- Liaise with various health professionals and council services to facilitate smooth transitions of service provision and support in the delivery of high quality reablement care.
- Manage and change work routines in response to requests from colleagues, management and Partnership colleagues.
- Participate in service development and project groups.
- Use initiative to achieve satisfactory outcomes for people receiving support.
- Follow agreed service operating procedures and initiate emergency protocols when necessary.
- Balance resource distribution across the city to meet changing demands.
- Demonstrate flexibility and self-reliance in emergencies.
- Recommend changes in operational systems and procedures.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Qualification requirements SVQ Social Services and Healthcare (SCQF 6) or SVQ Business Administration (SCQF6).
- The post-holder will have experience of social care, including knowledge and understanding of the diverse issues and needs of people in our care and the services that enable them to remain in their own homes.
- The post-holder will be able to demonstrate good customer care practice, excellent organisational skills and the ability to work on own initiative.
- The post requires the organising and allocation of work under pressure and within tight timescales.
- A working knowledge of computer software packages including input and the production of statistical information is essential. Essential IT skills will include scheduling tools, databases, Word, Excel, Power Point and e-mail.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The role will be demanding in terms of ensuring that the needs of all people receiving support are met within agreed time bands and available resources, arranging temporary cover at short notice to cover colleagues' absences, crisis and emergency situations, and special leave requests. The postholder must be able to respond quickly to changing demands and emergency situations while being aware of the constraints of their own role and involving line management appropriately.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office and community-based activities.
- Organisers will predominantly be office based but may have occasion to work from home. The role may also involve occasional visits to community locations such as service user's homes.
- Work outside of standard office hours including overnight, evenings and weekends may be required.
- The post-holder will be the first point of contact for responding to concerns/complaints and/or quality assurance issues and will need to take responsibility for managing situations efficiently and effectively and for trying to resolve issues which have arisen, without immediately passing on to more senior management
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

- Deals sensitively with customers by telephone and other forms of communication, sometimes in emergency situations that may be emotional and challenging.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post has no line management responsibilities but will have regular contact with approximately 100 field-based Social Care Workers, Social Care Assistants and Community Therapy Assistants and will be expected to support colleagues to ensure care visits are attended.

RESOURCES

The post will be responsible for a range of office equipment and will update and maintaining individual personal and private data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).