

POST TITLE	REVIEW OFFICER
DIRECTORATE	EDINBURGH HEALTH AND SOCIAL CARE PARTNERSHIP
SERVICE	HOME FIRST, COMMUNITY REHABILITATION AND REABLEMENT
RESPONSIBLE TO	REVIEW TEAM LEADER
NUMBER OF POST HOLDERS	8
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The post holder will be responsible for carrying out timely and effective reviews of care packages for people receiving support.

Managing a caseload of work that will include reviewing new packages of care for people following a period of reablement. This will include assignment of new packages of care with independent sector care providers, and managing/assessing requests for increases in care from outside the Partnership ensuring high-quality, person-centred care that promotes independence.

The post holder will complete reviews and assessments within required timescales and standards and work as part of a team that delivers cost effective care within our financial forecast/budget.

Working with independent sector providers the post holder will act as a key decision maker for requests to increase packages of care for individuals.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Adhere to a structured quality assurance framework for review of packages of personal care with colleagues across Home First, Community Rehabilitation and Reablement, and Assessment and Care Management.
- Work closely with partner providers to manage reviews of care packages that meet changing needs.
- Ensure reviews focus on optimising independence and preventative approaches.
- Implement quality assurance measures to maintain high service standards.
- Make decisions on the care provision that is commissioned through external providers. Refer quality concerns to contract management and provide approval for financial increases.
- Collaborate with the Care Inspectorate to meet Health & Social Care Standards.
- Contribute to service improvements that deliver high quality reviews and meet Edinburgh Health and Social Care Partnership (the Partnership) priorities.
- Document and record review activities and evidence in support of complex decision making.
- Budgetary decision making to balance personal care forecast to maximise the number of people the Partnership can support.
- Handle serious situations, providing oversight and support on complex cases.
- Follow safeguarding procedures to protect vulnerable adults.
- Promote positive risk-taking and informed choices in relation to meeting care needs for individuals.
- Collaborate with NHS partners, community health services, housing teams, and voluntary sector organisations to ensure reviews are holistic and person-centred.

- Represent the City of Edinburgh Council (the Council) at multi-agency meetings and case conferences.
- Support change initiatives and improve efficiencies and outcomes by generating creative solutions to the delivery of care and promoting best practices.
- Support integrated working models for seamless reviews, encouraging the people receiving support, carers/family involvement.
- Assist in balancing service demand and resources efficiently, whilst developing and maintaining positive professional relationships.
- Ensure the rights of adults in care are paramount in the review process.

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

- Qualification requirements: HNC Social Services and SVQ Social Services and Healthcare (SCQF7) leadership qualifications:
- PDA H&SC Supervision or another leadership/management qualification at or above SCQF7 is desirable.
- Knowledge of a range of professional approaches to reviews and care of adults with a wide range of physical and mental health conditions.
- Excellent people-management and organisational skills including negotiation, reasoning, conflict management, and excellent written and verbal communication skills including working with people with communication difficulties.
- An understanding of the relevant legislative and policy context, including the Health and Social Care Standards, adult protection processes and frameworks, integration, personalisation and self-directed support.

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

- Responsibility for managing own time and workload within an environment subject to significant demands and interruption, deadlines, timescales, and priorities, many of which require an immediate response.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office and/or hybrid working activities.
- The post holder can be required to work in an office-based setting or hybrid.
- Work outside of standard office hours including evenings and weekends may be required.
- The post requires a high degree of emotional resilience, and the post-holder may be required to adapt services to meet the needs of individuals requiring support.

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

No direct line management.

RESOURCES

The post will be responsible for a range of office equipment and will update and maintain 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](#).