

POST TITLE	MATCHING OFFICER
DIRECTORATE	EDINBURGH HEALTH AND SOCIAL CARE PARTNERSHIP
SERVICE	HOME FIRST, COMMUNITY REHABILITATION AND REABLEMENT
RESPONSIBLE TO	SCHEDULING TEAM LEADER
NUMBER OF POST HOLDERS	9
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

To manage and oversee the day-to-day activities of a team of reablement organisers, using digital scheduling software to ensure effective planning of reablement visits.

The post holder will also hold responsibility for daily screening of requests for reablement and the timely matching of those requests into service across the city. This could include evening and overnight provision. The post holder will be critical to enabling Edinburgh Health and Social Care Partnership (the Partnership) to discharge people from hospital within 24 hours.

This includes ensuring that the service is managed to a high standard and in line with a range of regulatory frameworks and having responsibility as manager for the service. The service will be responsive, provide safe and effective care, work with people receiving support, their carers/families, therapists and community support to support people to achieve their optimal level of independence.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Decisions regarding the deployment of colleagues within the service including shift arrangements, deployment and emergency cover.
- Daily screening of requests for service and matching new packages of care within the digital platforms with the support of a team of reablement organisers.
- Working within a complex framework, decisions made will directly impact on the health and safety and well-being of people receiving support and colleagues.
- Work in support of the Reablement Managers Localities and the Care Inspectorate to ensure delivery of high-quality services, which meet the Health and Social Care Standards.
- Support the Scheduling Team Leader in identifying risks within the scheduling activities of the service and delivering actions required to address such risks.
- Monitor performance management in the scheduling team and ensure an effective performance management system is in place, reflecting regulatory standards and high-quality care arrangements, delivering to SMART targets, meeting key performance indicators and recommending service improvement techniques.
- Lead or contribute professional and managerial expertise to the development of initiatives and service improvements across the team, including the development of 24/7 service provision.
- Support all colleagues undertaking SVQ or HNC qualifications and assure the SSSC registration of colleagues within the service. Generate creative solutions to challenges within the service area in terms of best practice, current initiatives, resource systems and training.

- Communicate key information to the team to support the delivery of an effective and compliant service.
- Balance the demand for services, including services required urgently and at times of crises, within resources, ensuring that services are provided in a cost effective and efficient manner.
- Operational decisions to ensure compliance with legislative requirements.
- Responsible for ensuring that information and data relating to people receiving support is held and managed securely and in line with legislative and regulatory requirements.
- To be aware of all responsibilities and duties of a manager as prescribed by the Regulation of Care (Scotland) Act 2001 and Adults with Incapacity (Scotland) Act 2000.
- To manage a team which promotes the values and principles of the Health & Social Care Standards, embedding a positive work culture and the core values of the Integration Joint Board.

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.
- experience in a care or scheduling service area.
- Knowledge of a range of professional approaches to the reablement 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.
- Technical knowledge of scheduling management solutions.

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.
- Work outside of standard office hours including overnight, evenings and weekends may be required.
- The post requires a high degree of emotional resilience. The post-holder will be required to manage services to meet the needs of individuals requiring support.

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

- Responsible for line management of up to 8 Reablement Organisers (Gr5)

RESOURCES

- The post-holder will be responsible for a range of office equipment and will liaise with colleagues in digital services to maintain the Total Mobile platform and the personal data of people receiving support.

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](#).