

Role profile

Job Title:	Reablement Carer	Grade:	4
Department:	Reablement	Post no.:	P10042MA 69325
Directorate:	Adults and Public Health	Location:	Community

Role reports to:	Team Leader
Direct reports:	
Indirect reports:	Registered Manager, Service Manager

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The duties required of a Reablement Carer will depend on the individual assessed needs of the Customer and their informal carers. Typical activities include meal preparation, administering medication and giving personal care.
- The duties of the Reablement Carer may alter according to the changing needs of the person being supported.
- The Reablement Carer will have individual responsibility, in accordance with the practices and procedures of Ealing Council and the Social Services Department.
- The overall objective of the service will be aimed at creating a supportive homely atmosphere where Customers can achieve maximum independence.
- The service will operate seven days a week, fifty-two weeks a year and provide a service to people within their own homes during the hours required by individual Customer assessments.

- Reablement Carers would be expected to participate in a roster to undertake their duties in order to maintain service delivery over a 14-hour period including evenings, weekends, bank holidays and extra leave days as appropriate.
- All tasks should be performed with regards to the Customer's cultural practices and/or religious considerations.

Key accountabilities

Assisting Customers with physical tasks required:

Dressing: Assisting a Customer to dress or undress. For example, assisting to put on an item of clothing such as a cardigan, dress, trousers or footwear etc.

Washing: Assisting a Customer to wash their face, hands, feet or strip wash or bath etc, as necessary to maintain a good standard of hygiene.

Meals: Assisting a Customer to remain independent with meals by cutting, slicing food and using the correct equipment.

Toileting: Assisting a Customer to make use of the toilet or commode and cleaning the commode after use. Changing incontinent pads and emptying catheter/stoma bags.

Mobility: Supervise Customers when mobilising in their homes and in the community as appropriate. When assisting with personal care, use appropriate equipment allocated to the Customer e.g. hoists, slide sheets, recliner chairs, walking sticks etc.

Medication: Supervise Customers with medication, in accordance with Ealing Council's Medication policy and in line with their Care Plan. To collect prescriptions and store appropriately in the Customer's home.

Carrying out social duties: Helping to maintain contact with families, friends and community. This should be carried out appropriately to meet the individual Customer's needs. This may involve taking a Customer out locally or assisting in use of their telephone.

Helping to maintain Customers' dignity: To encourage Customers to maintain an active interest in their appearance and their emotional and social well-being. Also encourage them to make use of the equipment provided to promote their independence.

Contacting emergency services: To contact the doctor and/or emergency services and reporting such occurrences to the office for further advice.

Performing some of the following domestic tasks:

Preparation of food: Encourage Customers to follow a healthy regular diet, preparing and cooking or heating light meals or drinks with regard to cultural or religious considerations.

Laundry: Undertake Customers washing or if practical, take washing to launderette.

Environment: Ensure the environment is clean and tidy. Check for issues around heating, boilers and windows. Report any concerns to the Office and wait for further advice.

Wherever appropriate perform some of the following tasks:

Cleaning: Assisting and encouraging Customers to keep their homes clean by dusting, sweeping, vacuum cleaning, washing, polishing in the areas used by the Customer, as well as paying particular attention to the kitchen and bathroom area. Replace everything moved while cleaning to its usual place, especially when working for blind Customers or for Customers with restricted mobility.

Shopping: Preparing a shopping list, if necessary and shopping as locally as possible, taking into account religious and cultural needs. Only use Cash or a pre-paid card ensuring a receipt is obtained. Under no circumstances must a Customer's Bank Card be used to buy shopping or to withdraw money.

Other tasks: Reporting to the line manager any identified needs of Customers, which are not met, as well as any change in the circumstances of the Customer.

Supervision, training and administration:

- Partake in regular supervision and appraisal and training.
- Admin tasks - recording information appropriately and accurately for Wellbeing Checks. To record on Daily Log Sheets tasks completed with the Customers during each visit.
- IT literacy – having basic knowledge of a computer, accessing emails and using a smart phone to take photographic evidence of the Goal Sheets and upload to the team's WhatsApp group. To use any apps added to the phone to alert the Team about access to a Customers home.
- Working with others - to support Social Workers/Occupational Therapists/Team Leaders by working with the Customer to achieve their goals to regain independence.
- To identify Customers who are not achieving their goals and alerting Social Workers/Occupational Therapists/Team Leaders.

Key performance indicators

- Corporate plans and targets
- Care Quality Commission (CQC)
- Central Government Guidance

Key relationships (internal and external)

- Customers/family members
- Reablement Staff
- Health Professionals
- Social Work teams
- Adult Services

Authority level

- Providing Reablement to Customers in their own homes

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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In your supporting statement, you need to provide examples of how you meet each of the criteria listed in the person specification section of the role profile. Please provide clear and specific examples.

Essential knowledge, skills and abilities

1. Ability to provide rehabilitative personal care and domestic support for individuals in their home environment and other locations as required.
2. Ability to carry out physical tasks including assisting with rehabilitation activities and exercise programmes which may include manual handling techniques with Customers.
3. To be able to comprehend and evaluate risk to self and to Customers and to be able to convey information in a timely and appropriate manner.
4. Ability to communicate effectively both verbally and in writing to provide regular feedback on Customers' ability/progress/needs. To provide accurate feedback on completion of Wellbeing visits.
5. Ability to work independently within a multi-disciplinary team. To take direction from various professionals within the team but also to show initiative within training limitations.
6. Ability to participate in a roster to undertake duties to maintain service delivery over a 14-hour period, 7 days a week, 365 days a year, including bank holidays and extra leave days as appropriate.
7. Ability to carry out all duties and responsibilities with due regard to the council's equal opportunities policies and ensure that all tasks are performed to meet Customers cultural and religious needs.
8. Take part in regular supervision, appraisal and training.

9. Basic knowledge of using a computer for emails, training etc and also be competent using a smart phone.
10. A flexible approach to working within the requirements of the Reablement Service and to cover Reablement services borough wide.

Essential qualification(s) and experience

1. A nationally recognised qualification, such as, Care Certificate, NVQ levels 2 or 3, City and Guilds pre nursing certificate or equivalent, health and social work access course, or a willingness to undertake necessary training in accordance with Ealing Council policy.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

