



Role Profile

Role Title

Directoriate

Role Profile: Senior Support Lead, Reablement	Role Profile Number: SBC_10202
Directorate: Adult Services	Reporting to: Registered Manager/Deputy Manager
Grade: CFL 6	Date Prepared: 25/02/2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The Reablement Senior Lead will work as an integrated member of the Reablement Team and the wider Adult Health & Social Care multidisciplinary teams, to ensure support, line management and efficient deployment of Reablement Support workers who provide personal care and reablement to service users in their own homes or other location. This will include liaising with all other relevant stakeholders to ensure the safe, effective and efficient delivery of quality services to assessed service users. This will also include care for people at the end of life. The Reablement Senior Lead may be asked to work with other service user groups at the discretion of the Manager.

Key responsibilities and accountabilities:

- To be available to work within a flexible rota during days, evenings, weekends and bank holidays, to cover the needs of the service (at short notice if necessary) within agreed availability.
- Provision of support to Reablement Support workers in “the field” including cover, induction, supervisions, appraisals, team meetings and ongoing learning and development.
- Liaising with all other relevant stakeholders to ensure robust information is received on all referrals, enabling them to carry out risk assessments, devise a Personal Plan and carry out all other processes and paperwork, to meet CQC and other statutory and local requirements. Ensure that a personal Shared Care Folder is present in each service user’s home.
- Ensure that all risk assessments are regularly reviewed and updated to ensure the safety of both service users and the staff working with them. This could include risks with the environment, assistance with medication administration, assistance with finances, moving and handling, therapy regimes, Telecare or Telehealth equipment – this is not an exhaustive list.
- To continuously assess service users’ needs and monitor against the aims, objectives and outcomes of the Personal Plan, making adjustments and communicating these to all relevant people, where support can be reduced or ceased, in a timely manner.
- To be proactive in liaising with other professionals/family members and Carers, reporting any key concerns to respective Senior Staff in line with the requirements of all relevant legislation & local policies, procedures and guidance, including potential Safeguarding concerns.
- To participate in a range of formal and informal meetings/feedback regarding service users’ abilities/needs. This will include organising and/or being part of regular Service Reviews.
- To provide hands on support with service users in times of crisis or when further support/monitoring is required.
- To be prescribers for a selection of core equipment/aids, to promote client independence.
- Working alongside other health & care professionals, proactively participate in the ongoing monitoring of service users mental and physical health, enabling them to access necessary equipment and/or other support as required. To also contribute to the promotion of positive links with other locality community agencies/groups and external providers if transferred to them at the end of their period of Intermediate Care.

- To support service users to advocate for themselves as much as possible, where appropriate, and address issues of concern on behalf of the service user, sourcing advocates and possibly interpreters where required.
- Ensure the maintenance of accurate and up to date records of work with service users and staff, including report writing of all visits, occurrences, and medication errors/concerns, recording and reporting any accidents, incidents or near misses that occur.
- Monitoring of the delivery of quality services, including service monitoring, staff performance monitoring, dealing with complaints, accidents, incidents, disciplinary action and grievances, carrying out or assisting with any required investigations.
- Ensure compliance with all Financial Regulations including regular auditing of all relevant financial paperwork/processes/systems.
- Attend all required identified training, meetings, one-to-ones and appraisal to improve and broaden knowledge and skills base and to keep up to date with current issues. Be proactive in relation to your ongoing professional development. To participate in the recruitment, training and induction of new team workers where required.
- To co-ordinate and ensure delivery of physical and emotional support for service users who may be nearing the end of life, in conjunction with their families, friends and other professionals, with support from staff team and Managers

Supplementary Accountabilities

- To be aware and comply with all relevant legislation, policies, procedures & guidance on Health & Safety, Manual Handling, COSHH, Food Hygiene, Fire, First Aid and Accident/Incident reporting (not exhaustive list).
- To demonstrate a good degree of physical capacity to walk, sit, stretch, bend, twist, support, balance and frequently handle service users and items of equipment.
- To make decisions in an emergency, which may affect service users, i.e. liaising with Ambulance Service, District Nursing, Police, out of hours GP, Homeline, On Call officer and other professionals, carers and family and any other out of hours service.
- Deputise for the Manager at meetings or other events in their absence or when requested to do so.
- Demonstrate a commitment to safeguarding, and promoting the welfare of children, young people and/or vulnerable adults. The post is Exempt from the Rehabilitation of Offenders Act 1974 and subject to an enhanced CRB Disclosure and/or ISA registration.

Managerial

- Reablement Support Workers approx. 9

Decision making:

- Solving issues for service users, as they arise, in consultation with a senior if required.
- Awareness of when to seek advice and/ or report issues to management.
- Organisation of time in negotiation with managers and service users.

Creativity and innovation

- Communicate with service users using various methods and resources.
- Changing approach to produce results where required.
- Experience and/or knowledge of other known communication methods. · Previous experience of working creatively to meet service needs

Job Scope

Number and types of jobs managed: Support workers Approx 9

Budget Holder: No

Budget Value: N/A

Asset Responsibility: N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• Experience of caring for vulnerable adults, with a wide range of complex needs. • Knowledge of the issues affecting vulnerable people. • Knowledge of Anti discriminatory practice. • Understanding of Health and Safety and manual handling issues. • Understanding of the need to keep within professional boundaries. • Experience of lone and team working.	E E E E E E
• Experience of working in the community or care home on a one-to-one basis with service users. • Experience of working in a Registered Service, under CQC minimum standards • To hold NVQ Level 3 in Care or have the ability to achieve it within 18 months. • To be suitably literate and numerate. • To be suitably mobile to travel within the Borough boundaries as required and outlying areas within a allocated time	E D D E E
Knowledge and Experience:	
• Solving issues for service users, as they arise, in consultation with a Manager if required. • Awareness of when to seek advice and/or report issues to management.	E E

• Organisation of time in negotiation with managers and service users. • Previous experience of decision making in relation to staff and service users. • Proven time management experience.	E D D
Aptitudes, Skills and Competencies:	
GCSE in Maths & English, or equivalent ·	D
Car owner and driver	E

Other Key Features of the role

This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

Staff must work in accordance with the South West Child Protection procedures and Child Protection/Safeguarding Policy and understand their role within that Policy.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information.

Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health & Safety at work Act 1974 and the Management of Health & Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health & safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

