

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: START Organiser (Deputy Manager)
- Post Number: P23466
- Grade and SCP: Grade 10 SCP 26-28
- Directorate: Care & Wellbeing

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the **START Team** within **Adult Social Care - Care and Wellbeing**, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

We will enable a skilled, happy, healthy, diverse, inclusive, empowered, and proud workforce that influences and leads change, addressing any inequalities.

As a member of the START (Short Term Assessment and Reablement Team) within Care & Wellbeing, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.



START is Shropshire Council's inhouse domiciliary care provider which supports people to regain lost skills, learn new ones, and generally increase their ability and independence. The service is available 365 days a year. START work with people, in their own home utilising a person centred, strength and asset-based approach. START provides a number of services

START Reablement - The START reablement approach supports people to do things for themselves. It is a 'doing with' service, in contrast to traditional home care which tends to be a 'doing for' service. START Reablement services help people to retain or regain their skills and confidence so they can learn to manage again after a period of illness.

Rapid Response - This service aims to avoid unnecessary hospital admissions and safely support people in their own home. This a joint partnership between Shropshire Community Health Trust and Shropshire Council. Nurses, care coordinators and support workers, across both organisations work together to ensure a seamless service that provides a rapid assessment, treatment, and care program of support to stabilise and support people during an acute episode of ill health

Admission Avoidance -This service within START, aims to avoid unnecessary hospital admissions. Short term support will be arranged after a person becomes suddenly ill, preventing the person going into hospital whilst they are supported to regain independence

Bridging Service - START, supports people to be safely discharged from hospital whilst they are awaiting their previous care provider to restart their existing package of care to facilitate hospital discharges

Domiciliary Service This service supports people with a short-term package of care whilst they are awaiting their long-term provider to be identified package of care

Overview of your role

Responsible for ensuring accurate records of START activities are maintained through an Electronic Homecare Monitoring System to ensure accurate and up to date information is maintained for START workers and the people they support.

Responsible for supporting the Registered Manager to meet the aims of the service and maintain and monitor good standards of service quality and professional practice in line with the regulatory requirements set out by CQC and to identify and implement quality improvements.

Responsible in a managerial capacity for reablement practitioners, senior reablement practitioners, business support officers and reablement co-ordinator's monitoring



performance, supporting development, supervision and undertaking professional development plans.

A point of contact between individuals, families, staff and professionals and dealing with complaints.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to *the Registered Manager* who is in turn responsible for your health and safety, training and development.
- responsible and accountable for a high number of FTE members of staff, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Personal Development Plan (PDP). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- Co-ordinate and direct support staff to meet individual and service performance targets.
- Enter and integrate data into the computer systems using a variety of software applications, to provide such statistical information as may be required.
- Carry out supervisions for the senior support workers but the postholder would be involved in any complex supervision and performance management issues of support workers.
- Supervise and line manage a variety of team members and roles within the team.



- Manage the recruitment and induction process for START team members to ensure a skilled and diverse workforce.
- Liaise with Social Workers, health professionals and therapy colleagues Service Users, relatives and other external agencies to meet the needs of individuals.
- To manage the scheduling of team activities, assisting with monitoring the ECM system to ensure accurate records of activities are held.
- In conjunction with the Registered Manager, to investigate complaints in accordance with Policy and to deal with grievance and disciplinary proceedings as appropriate.
- Monitor absence patterns and ensure staff absence is dealt with effectively.
- To oversee and complete administrative tasks to ensure staff are paid wages and expenses correctly, and to maintain sickness and leave records.
- To contribute information and advice on the formation of pathways, policies and procedures for the START team.
- Ensure area and countywide team meetings are held on a planned and regular basis.
- Participate on the out of hour's rota to support the countywide staff out of hours and to ensure adequate cover is maintained during operational hours.
- Promote and develop safe systems of work to comply with medication, Health, Safety and Welfare policies and procedures.
- To develop an awareness and understanding Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3) and care Quality Commission (Registration) Regulations 2009 (Part 4)

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile.
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire.
- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council.
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.



- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

You will be based at ***Guildhall in Shrewsbury***

Your post is subject to the following:

- The post is *Permanent* for **37** hours per week,
- Normal office hours are 7am – 7pm Monday - Friday and 8am -1pm Saturday & Sunday with a minimum lunch break of 30 minutes.
- Evening, night, weekend work will be required to cover the out of hours service.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to **two** months' notice in writing on either side.

The appointment is subject to **six** months' satisfactory probationary service during which time the notice period will be one week on either side.



Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references
2. Medical report
3. Evidence of the qualifications required for the post/listed on your application form

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.

