



JOB DESCRIPTION

- Job Title:** High Intensity User and Reablement Co-ordinator
(Full Time, fixed term for 18 months)
- Salary:** £28,485
- Location:** Based at Sefton CVS Burlington House however the post is borough wide and will require some travel
- Responsible to:** Deputy Chief Executive, Sefton CVS

Job Purpose:

Sefton CVS in partnership with South Sefton CCG and Southport and Formby CCG will deliver a pilot project working directly with Sefton residents who are using urgent care services inappropriately.

The post holder will manage a team of 'Outreach and Intervention Workers' who will work with 'high intensity users' to reduce the number of emergency ambulance calls and unscheduled care interactions. The 'Outreach and Intervention Workers' will focus on positive behaviour change addressing those issues that are contributing to residents utilising care services inappropriately.

The post holder will also manage a team of 'Reablement Health and Wellbeing Trainers' working as part of the 'Virtual Ward'. The focus of reablement is on helping older people "to do for themselves" in their own home rather than "doing it for" them. Reablement is about supporting adults to achieve maximum independence and regain the skills and confidence they may have lost as a result of poor health or as a consequence of having spent a period of time in hospital.

The project requires a strategic lead to provide the day to day management of staff in both services, ensuring compliance with the range of policy and procedures governing both programmes of delivery. A crucial part of the role will be to maintain strategic relationships with the CCG's, Primary Care, Sefton Acute Hospital Trusts, MerseyCare NHS Foundation Trust, Sefton Council Adult Social Care and Community Mental Health Services. The post

holder will also be expected to lead the team in working with appropriate local Voluntary, Community and Faith Sector organisations.

Leadership

The post holder must demonstrate the following leadership competencies

- Provide clear direction based upon the values of Sefton CVS
- Lead and manage change focusing on excellence
- Lead people and performance, working corporately as well as collaboratively with partners.
- Communicate effectively across the sector, both orally and in writing
- Develop self and others.
- Personal resilience

Behaviours:

The post holder must demonstrate the following behaviours:

- Provide support with a view to improving quality
- Provide appropriate and constructive challenge
- Create a culture that looks for understanding and solutions
- Visibly and positively respect and value the sector and staff
- Communicate a consistent and clear message to all
- Respect, listen to and value others views
- Maintain a customer focus with a relentless pursuit of excellent outcomes
- Have collective integrity and responsibility
- Endeavour to improve outcomes for the communities of Sefton

Main Duties and Responsibilities:

1. To line manage the 'Outreach and Intervention Workers' and 'Health Trainers' to ensure compliance with local policies and guidelines both within Sefton CVS and the NHS.
2. To ensure the effective management of referrals and caseloads for both services.
3. To be responsible for the performance management of the services, producing monthly and quarterly reporting as required by Sefton CVS, the commissioners within the CCGs and / or Local Authority.
4. To ensure the provision of accurate information about the High Intensity User Pilot and the Reablement Health Trainer Service is available for service users, carers and health professionals.
5. To work in partnership with Acute Trust Hospitals, the CCGs, Merseycare NHS Foundation Trust, Sefton Council Adult Social Care and the local Voluntary, Community and Faith Sector to support the delivery of the reablement service and support the prevention of re-admission to hospital.
6. To work closely with Social Care, GP's, Community providers and other key health professionals to facilitate optimal joint working on safe and effective care for patients with complex needs
7. To develop an effective 'communications strategy' ensuring the services are communicated across the partnership including the promotion of both services across the Virtual Ward and the Primary Healthcare System to reduce dependency on statutory services and inappropriate use of urgent care services.
8. To attend the various operational and quality groups within the CCG, virtual ward and primary care to look at practical solutions to support the development of the services in their wider context.
9. To be aware of developments nationally and locally within the services, including those of related services and the framework in which they operate to continuously contribute to the future direction of the service and the best use of available resources.
10. To ensure the highest level of data quality for all information recorded, ensuring that the information is consistently timely, accurate and complete to ensure the services meets their requirements.
11. To take responsibility for Safeguarding in accordance with the Inter-Agency Policy and Procedures for Safeguarding Adults and be responsible for the correct application of the Policy and Procedures with respect to the range of alerts.

12. To contribute to policy and development work as requested by the post line manager and to support the identification and sharing of best practice within community settings.
13. To produce a quarterly report to be made available to CCG Commissioners and the High Intensity User Pilot project board.
14. Undertake other duties as may be reasonably required within the general terms of the job description.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTQ)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Questioning friendly employer and provider of services.



In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.

Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



Sefton CVS

Supporting Local Communities

PERSON SPECIFICATION

Job title: High Intensity User and Reablement Co-Ordinator

REQUIREMENTS	E/D	
<p>QUALIFICATIONS/SPECIAL TRAINING</p> <ul style="list-style-type: none"> Educated to degree level in an appropriate subject or significant experience 	E	Application
<p>KNOWLEDGE/SKILLS</p> <ul style="list-style-type: none"> Excellent verbal and written communication skills Understanding of contemporary issues in health and social care Understanding of health behaviour change theory and practice Problem solving skills and ability to respond to sudden and unexpected demands Strong analytical skills with an ability to interpret large data sets 	E E E E D	Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview
<ul style="list-style-type: none"> Able to work across boundaries forming effective working relationships with a wide range of people from multiple projects/organisations 	E	Application/Interview

<ul style="list-style-type: none"> Skills and ability to nurture a supportive and proactive team culture 	E	Application/Interview
<p>EXPERIENCE</p> <ul style="list-style-type: none"> Experience of managing multiple projects simultaneously managing the expectations of a range of stakeholders Experience of project management within a health or social care environment Experience of working with challenging or hard to reach groups Experience of line managing staff working with challenging, change resistant client groups 	D E E D	Application/Interview Application/Interview Application/Interview Application/Interview
<p>PERSONAL REQUIREMENTS</p> <ul style="list-style-type: none"> Excellent time manager with the ability to prioritise and organise own workload Personable and professional approach, able to act an ambassador for Sefton CVS at a range of events Committed to team working and modelling good team behaviors 	E E E	Application/Interview Application/Interview Application/Interview
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to promote and uphold diversity and equality policies Ability to travel to other locations as required 	E E	Application/Interview Application/Interview