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| **Department** | **People** |
| **Job Title** | **resource planner - home based reablement service** |
| **Grade** | Grade D + 7% for out of hours working |
| **Primary Purpose of Job** | To screen and allocate packages of support on behalf of The Home Based Reablement Service and to work with the computer-based information systems that are involved. To allocate staffing resources to cover all existing and new requests for support. To respond to customer demand from both internal and external partner agencies. |
| **Reporting To** | Service Manager / duty coordinator |
| **Direct Staffing Reports** | The provision of a Reablement and Support Planning Service to support service users and their carers living in the community.To work within a multi-disciplinary team to achieve the best possible outcomes for people. |

**Main Duties**

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| **1** | To maintain records of packages of support allocated pending and rejected. |
| **2** | To take immediate action to try to ensure urgent and emergency requests for Reablement are fulfilled. |
| **3** | To input packages of support on to the rostering and scheduling computer system. |
| **4** | To increase and decrease packages of support as requested by Health and other social care staff. |
| **5** | To suspend, start and cancel packages of support as requested by Health and other social care staff. |
| **6** | To ensure staff are deployed in the most effective manner to utilise both time and costs. |
| **7** | To work effectively with other team members to help support and improve the performance of the team achieving outcomes and targets. |
| **8**  | To record, store and supply information. |
| **9** | To plan, organise and improve your work to meet specified requirements and deadlines. |
| **10** | To communicate information using telephone/e-mail. |
| **11****12** | To support and maintain the use of information technology systems and software.To maintain and use a database. |
| **Date Job Description prepared/updated:** | **January 2024** |
| **Job Description prepared by:** | **Natalie Taplin** |



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| **Department** | **People** |
| **Job Title** | **Resource Planner – home support reablement service** |
| **Stage One** | Disabled candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | To be able to provide technical support to Home support workers and contribute to the review of this support. | Application Form/Interview |
| 2. | Demonstrate excellent communication skills when dealing with colleagues, home support workers, managers and a range of health professionals.  | Interview |
| 3. | Effective organisational skills with the ability to plan, develop and prioritise work to meet deadlines and changes in priority | Application Form/Interview |
| 4. | Ability to input, search, store, retrieve and supply information from a variety of sources | Application Form/Interview |
| 5. | Ability to produce documents from various sources using a range of software | Interview |
| 6. | Ability to listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. | Application Form/Interview |
| 7. | Ability to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers | Application Form/Interview |
| 8. | Ability to work effectively as part of a team and under own supervision using initiative. | Application Form/Interview |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document. | Interview |

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| **2. Experience/Qualifications/Training etc** |
| 1. | Willingness to work towards an accredited qualification | Application Form |
| 2. | Experience of using a range of computer software packages to produce accurate, well-presented documents | Application Form/Interview |
| 3. | An understanding of the services provided by the Children’s and Adult Department | Interview |
| **3. Work Related Circumstances** |
| 1. | The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work may be required outside normal hours from time to time. | Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Evidence of maintaining systems | Application Form |
| 2. | Demonstrate an awareness of the Home Support reablement service and the benefits of IT and technical systems in support.  | Application Form |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of working in an office base environment. | Application Form |
| 2. | NVQ Administration Level 3 or NVQ Level 3 in Care  | Application Form |

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| **Date Person Specification prepared/updated:**  | **January 2024** |
| **Person Specification prepared by:** | **Natalie Taplin** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





