

Job Description

Section/Service: Adult Services	Job Title: Duty officer – STS&R
Department: Short Term Support & Rehabilitation	Post Number: OPT000212

Service

This is a multi-disciplinary team providing short term, intensive rehabilitation, social care crisis and end of life support for up to six weeks in a care at home environment.

The team comprises of occupational therapists, physiotherapists and rehabilitation assistants working in the community to support residents to achieve or regain independence.

The service will assist to facilitate earlier discharge from hospital, prevent hospital admissions, or support someone in the community who would otherwise be unable to remain at home safely in a crisis situation.

The service works closely with health partners to ensure the best outcomes for the service user.

Primary Purpose of Role

- To take, triage and process referrals into the service.
- To manage and monitor a dispersed workforce during office hours .
- To allocate and co-ordinate the work of Rehabilitation Care Assistants delivering service at the point of care.
- To carry out customer quality visits in the community to ensure standards are consistently met.
- To support the duty telephone system during office hours.
- To process timely discharges from hospital, arrange additional support from partner agencies where required, facilitate delivery of equipment requested by qualified professionals.

Main Duties and Responsibilities

- The post holder will ensure that all front line staff are promoting Independence and choice for Service users in working towards their agreed outcome focused rehabilitation goals.
- The post holder is expected to work from 8.45am to 5.15pm Monday to Friday.
- Be responsible for the co-ordination and allocation of work schedules for the front line RCA team using a bespoke electronic scheduling system.
- The post holder will co-ordinate daily service delivery to Service Users in line with a person centred support plan agreed with the service user and allied professionals.
- Be responsible for recording and transferring information received and actions taken on shift using agreed procedures and systems. This involves daily use of Microsoft Word and Outlook in addition to bespoke database.
- Be aware of budgetary implications, however no direct budgetary responsibility.
- To carry out service quality visits in the community along with the duty coordinators and service managers to ensure quality care is being delivered to the customers.
- The post holder works in a constantly changing work environment which requires

prioritisation of tasks to meet key deadlines.

- To receive daily feedback from carers and other members of the Multi-Disciplinary Team, record on service user database and action all feedback/requests. To ensure all key events and information are correctly recorded and collated for access by other appropriate colleagues via the electronic client files.
- To attend weekly RCA meetings on a rota basis and disseminate relevant information.
- Attend monthly team and coordinator meetings to ensure knowledge is up to date.
- Liaise with line manager, health and social care partners, Service Users and their families regarding changes in circumstances /level of need.
Participate in the induction process of new team members by mentoring and through direct observation.
- Be flexible to support the changing needs of the service and the customers.
- Maintain your CPD in line with all mandatory training requirements to meet the safe delivery of the service.
- Manage service statistics to ensure reporting requirements are accurate and up to date.

Person Specification

D – Desirable, E- Essential

Qualifications/Education/Training:	D/E
NVQ/CQF Level 3 in health and social care or equivalent.	E
Experience Skills and Abilities	
IT literate. Good interpersonal skills. Tenacious negotiating skills. Numerate and literate to a high standard. Ability to use initiative, take control in an emergency situation and remain calm. Highly organised able to plan own workload and prioritise tasks. Good time management skills. Good communication skills, both written and verbal. To be able to liaise confidently with partners at all levels.	E
Personal Qualities	
Is approachable and helpful when dealing with service users, their representatives and allied professionals. Acts with honesty, integrity and discretion. Takes ownership for resolving customer queries. Displays drive and energy to achieve results:	E

Works systematically and challenges existing processes. Plans their workload to achieve maximum effect. Understands and supports others, works to lead by example, mentor and support junior team members. Contributes to effective teamwork, taking ownership of ideas and follows through to conclusion. Open to change and willing to participate in evolving work priorities.	
Other	
Full, clean driving license and daily use of a car. Enhanced DBS check	E

Optalis Company Core Values;

Customer Service

We listen to our customers and offer genuine choice tailored to their individual needs.

Our customers are at the heart of everything we do.

Respect

We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

Transparency and Integrity

We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

Communication

We ensure two-way communication with our customers and staff; providing clear, accurate information.

Continuous Development

We embrace and drive forward positive change within the organisation.

Enjoyable and Rewarding

We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.