

Assessment and Reviewing Officer (ARO) Role Profile

Role Purpose

To support the Service Managers to deliver a high-quality Residential Enablement Service, that meets our service user's needs. To work with service users, carers and other professionals in completing assessments, reviewing, monitoring and recording progress on enablement packages.

To assist the management team in ensuring the expectations of commissioners and the Care Quality Commission (CQC) is met through compliance with policies and procedures and excellent professional standards. To alert and report any issues or cause for concern to the line manager and to provide an environment where both service users and staff can thrive.

Key Relationships

Line Manager:	Service Managers
Direct Reports:	None

Main Accountabilities and Responsibilities

To undertake such additional duties as are reasonably commensurate with the level of the post.

Key Tasks

Operational Management

To assist the Manager in the daily operational management of the service, staff and resources. To compile rotas in line with allocations and current service user care plans. To anticipate and react to changing needs by adjusting allocations accordingly ensuring best value and most appropriate use of resource. To report any changes in need to line manager. To provide supervision, guidance, direction to staff, including the induction of new members to the company.

Work flexibly across all MioCare Group services and health services if required.

Liaison

To liaise with carers, other professionals, internal and external agencies, local community and promote positive communication ensuring best outcomes for those we support.

To report regularly to line manager on progress and to notify them of any areas of concern, change in needs, etc. To undertake and participate in staff/team meetings and contribute to wider forum. To undertake and participate in supervision, appraisal, attend multi-disciplinary meetings and review meetings for service users as required.

Individual Development

Assist and encourage service user's individual development with regard to domestic and social skills in order to attain set goals and to record outcomes and achievements towards independence. To complete assessment of risks and monitor and update individual service user care plans whilst maintaining accurate records for audit and data collection purposes.

Recording Skills

To monitor and review relevant paperwork pertinent to individual service users i.e. medication recording charts, service user care plans, finance logs etc. To maintain accurate and detailed written supervision records and complete direct observations with support staff.

Be responsible for reviewing all service user information on the Mosaic system, from initial referral to closure of services.

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Health and Safety

To follow health and safety guidelines in accordance with the company's policies and procedures. Complete, monitor, update and implement risk assessments in partnership with the management team. Ensure good practice in relation to infection control, ensuring that support workers use appropriate PPE and maintain a safe clean working environment.

Physical Care

Assisting individuals with toileting, washing, dressing, personal hygiene and mobility according to their needs. To support with medication as directed by GP or consultant.

To ensure safe storage of medication and keep accurate records in line with the medication policy and in accordance with agreed service user care plans and liaise with the appropriate medical professionals as necessary.

To undertake medication audits/checks in accordance with procedure and report any discrepancies or concerns to manager and Pharmacy ensuring the safety of the person at all times.

When competent, undertake low level health tasks, recording measurements accurately. A clinician will make the decision if further action is required.

When competent, complete simple dressings and assessment of patient's tissue viability as delegated by a registered nurse.

Financial Matters

To be responsible for identifying, referring and requesting a client financial assessment as and when required. Following and adhering to the agreed process on the Mosaic system maintaining financial records according to departmental instructions and service procedures.

Confidentiality

To adhere to national, corporate and departmental policies and procedures regarding confidentiality and the management of and sharing of information.

Hours of Work

To work a range of shifts to meet the service's needs including evenings, weekends and Bank Holidays as required.

Standby Duties

To undertake as required.

Training and Development

To undertake training as appropriate to the post and to meet individual service user's needs.

Of note: the details contained in this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the company will expect to revise this job description from time to time and will consult with the post holder at such times.

General Duties

- To actively support equality and diversity in all areas of work as appropriate.
- To promote and maximise opportunities for client participation in all areas of work as appropriate and in line with person-centred planning.
- To be familiar with customer care and the MioCare Group's health and safety policies.
- To actively participate in self-improvement in performance through supervision and workplace development / training.
- To ensure that communication, both internal and external is both timely and effective and that matters are reported appropriately to the line manager.
- To ensure that resources are utilised appropriately and for maximum benefit.
- Assist with the daily operational management of the establishment, staff and resources under the direction of the line manager.

No job description can be entirely comprehensive, and the post holder is expected to carry out other duties as required which are broadly consistent with the job description.

Person Specification

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method*
Education and Qualifications	<p>A willingness to undertake QCF Level 3 in Health and Social Care, if not already achieved.</p> <p>A willingness to undertake training as appropriate to the role.</p>	QCF Level 3 in Health and Social Care.	AF/I
Experience	<p>Experience of managing situations in a calm manner with a solution-focused approach.</p> <p>Experience of motivating and encouraging staff and service users to participate in individual enablement programmes.</p> <p>Experience of working with people with complex/non-complex needs, other agencies, professionals, care management and health services.</p> <p>Experience of monitoring and supervising staff, offering appropriate guidance and advice with support from the line manager.</p> <p>Able to work flexibly across all health and care establishments as required.</p>	-	AF/I
Skills and Abilities	<p>Ability to create positive relationships with service users, carers and stakeholders.</p> <p>Ability to support the company and management team to be compliant with all statutory regulations (including those of the Care Quality Commission) through good practice, robust audit schedules and an adherence to policies and procedures.</p> <p>Ability to understand and manage the process of risk management and be responsible for the risk assessment process.</p> <p>Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures e.g. Mosaic.</p> <p>Appropriately competent communication skills, both verbal and written.</p> <p>The initiative to prioritise own workload and evidence good time management skills and the ability to demonstrate positive leadership qualities.</p> <p style="text-align: right;">[Continued on the following page]</p>	-	AF/I

	<p>Ability to produce clear concise reports including service user care plans, risk assessments, updates on electronic systems, amending and reviewing where appropriate.</p> <p>Ability to carry out physical tasks as required, meeting service demands.</p> <p>Sufficient numeracy skills to deal with non-complex finance records and data recording.</p> <p>Ability to compile rotas which consider the changing needs of service users and reflect allocations, ensuring effective use of resources.</p>		AF/I
Knowledge	<p>An understanding of the concept of enablement and the support needs of service users. A commitment to providing care as per the company's ethos and values.</p> <p>Ability to demonstrate a good knowledge and understanding of assessing functional abilities, formulating a service user care plan, effective goal setting and the ability to review and monitor progress.</p> <p>Good understanding of the Care Quality Commission (CQC) regulations, standards and key Lines of enquiry.</p> <p>A good understanding and commitment to non-judgemental and anti-discriminatory practice.</p>	<p>Good understanding of enablement and changing needs of social care.</p> <p>Good understanding and perception of what the role entails, with the ability to adapt, change and challenge as appropriate, building resilience and learning through development.</p>	AF/I
Work Circumstances	<p>The ability and willingness to work flexibly including evening and weekends, to form part of an out-of-hours standby service which supports staff and service users as and when required.</p> <p>The post will be subject to an enhanced Disclosure and Barring Service checks and references.</p> <p>Appointments are subject to satisfactory completion of a probationary period, normally six months.</p>	-	AF/I

*Assessment method; AF – Application Form, I – Interview

N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview.