
Your job

Job Title: Reablement Co-ordinator

Service: Early Intervention – Reablement Team

Grade: 5

Reporting to: Reablement Manager

The Reablement team is a CQC registered service and is part of the 'Early Intervention Team' which is a multidisciplinary team consisting of Occupational Therapists, Physio therapist, Nurses, social workers, Reablement and Assistive Technology assessors.

As a Reablement Coordinator you will be part of the team providing integrated, multidisciplinary programmes of Reablement across the borough. The service operates 7 days a week 365 days a year using an asset-based approach to promote independence and supporting the person using the service, completing a holistic assessment.

You will be a key contact for incoming referrals and requests to the Reablement team and will ensure they are managed effectively. You will enable the effective triage of hospital and community reablement referrals by joint working with the Wigan Pathway Home team, ensuring adequate information is on referrals, sourcing further information if required from referrers, also, allocating work to Reablement staff.

You will undertake telephone assessments for urgent hospital discharges or matters of safeguarding for Assistive Technology and ensuring this is communicated to external provider. You'll manage new and existing

assistive technology provision such as disconnections, repairs, increase or decrease in existing packages and resolving any billing issues

As the service operates 7 days a week including bank holidays you will work on a rota basis which will include bank holidays, weekends (office hours) and out of hours when required.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Attend and complete an induction and complete all mandatory training.
- Shadow council and health colleagues to enable a wider understanding of our service.
- Undertake Trusted Assessor Award Course.
- Work collaboratively with social care and health teams to progress the integration of services.
- Complete in-house training to ensure knowledgeable and confident in all aspects of your role.

On an ongoing basis you will:

- Screen and process referrals effectively in a timely manner.
- Attend to multi-disciplinary team meetings (Wigan Together Pathway Home team) on rotation to screen and signpost referrals to the correct pathway.

- Deal with assistive technology enquiries, and complete appropriate referrals.
- Arrange disconnections, upgrades and repairs for Assistive Technology devices.
- Provide advice on services our team provides to both people using the service and our partners.
- Use our in-house systems effectively and maintain up-to-date and accurate record keeping.
- You will have good decision-making skills and the ability to ask the right questions, break down problems and come up with solutions.
- Have the ability and confidence to work alone and in a team setting.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of working with Adult's, in a Social Care Setting or on a personal level.
- To be able to use initiative and solve problems to support people using the service.
- A minimum of three GCSEs at C grade or above or the equivalent, including English.
- A good level of I.T. skills and be able to update information accurately.
- Knowledge of equipment, devices including Information Technology in social care setting.
- Awareness of council policies and procedures including health and safety, confidentiality, safeguarding adults, equal opportunities and diversity.
- To be able to communicate and work effectively with a wide range of colleagues and partners, both internal and external.
- Hold a current valid driving licence or can demonstrate ability to travel as required using own vehicle (insurance required for business use) or via public transport.
- Ability to work weekends, bank holidays and out of hours as required.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”