**ROLE PROFILE**

**Role Title:** Shared Lives Officer

**Service Area**: Adult Learning Disability Team

**Directorate:** People

**Accountable to:** Registered Manager

**Grade:** F

**JE Code:** JE1683 **Competency Code:** 2

**Purpose of job** (outline what, to whom and why)

To support the delivery of a Shared Lives service for Shared Lives MK by recruiting and assessing carers, matching service users to carer placements, monitoring and reviewing carer placements to an agreed framework and maintaining an overview of the support needs of service users in those placements

**Key Objectives (**list what outcomes are essential)

|  |  |
| --- | --- |
| 1 | To actively recruit carers to the scheme through a range of promotional activity. |
| 2 | To carry out comprehensive assessments of potential carers, including statutory checks, taking up references and assessing suitability in order to make recommendations for carer approval to the Shared Lives Panel. Preparing reports to a high standard. To carry out an annual Shared Lives carer reviews. To support carers in their caring role, with professional, practical and emotional support, enabling them to address issues or, where necessary, referring on. Including managing crisis and updating manager. |
| 3 | To ensure that newly approved carers undertake the planned essential training for their role and monitor carers on an ongoing basis to ensure that training is kept up to date. Deliver and sign off training. |
| 4 | Policy and procedure implementation (Care planning, Risk management , Safeguarding Adults at Risk, health and safety, HR and local guidance) |
| 5 | To provide a matching service for clients referred to the service by social work teams including ensuring that the information available to booth the potential carer and the service user enables both to make an informed choice as to whether to proceed with the placement |
| 6 | Provide line manager responsibilities including supervision, appraisal and hr process as required  |
| 7 | To carry out quarterly review meetings to confirm that carers are fully compliant with CQC requirements and the policies of the scheme including- Promoting and supporting independence- Training- Risk Assessments- Health & Safety- Personal finances and management practices- Support Plans and medication guidance- complete audits of CQC requirements  |
| 8 | Evaluate and respond to changes in needing including decision making and directing team during crisis management. Assessing situations and determining when it is appropriate to escalate to higher management. |
| 9 | To participate in multi-disciplinary meetings and reviews of service co-ordinated by other professionals. To work as part of the team and be involved in the development of the service |

**Scope**

The role holder will communicate with staff members, service users, Shared Lives carers and key stake holders and professionals relating to service issues and Shared Lives Placements (i.e. staffing, organisation, care planning, individual work plans). This communication will be both verbally and in writing, through individual and small group meetings, reports and presentations.

Additional to supervision and appraisal the role holder will lead in coaching and mentoring, taking responsibility for monitoring and supporting Support Workers to fulfil their competencies.

The role holder will be required at times to lone work this includes working alone within the community of Milton Keynes while supporting people. It is essential that role holders stay in touch with other team members through the use of mobile phones to ensure their safety while at work. The role also includes working “unsociable” hours including evenings, early mornings and weekends.

**People**

The post holder will be a key worker for Shared Lives carers in the community. Will meet regularly and offer supervision and support.

**Finances**

Postholder responsible for monitoring Carers’ management of finances of vulnerable persons placed with the Scheme.

**Other resources**

**Special aspects of the role**

**Work Profile**

* Support the manager in the prioritisation and allocation of referrals. To deputise for manager as needed.
* To support the manager in reviewing working arrangements of Shared Lives MK in line with changes in registration requirements, partnership priorities and the needs of local people.
* To be responsible for the processing of formal applications to become Shared Lives Carers, following agreed protocols.
* To assist in the development of Care Plans, adopting a person centred approach for individuals using the scheme, prior to the individual taking up a placement.
* To provide consistent support, guidance to Shared Lives Carers on the caseload.
* To record and monitor work using electronic case management system.
* .To manage a caseload and be first contact for carers on the caseload
* To contribute to review of service in preparation for inspections by regulatory body (Care Quality Commission).
* To contribute to the development and implementation of risk assessments and support plans for carers and vulnerable people.
* To update promotional material and liaise with web team to keep information updated.
* To report any concerns around service delivery and where necessary support the managers in ensuring that local procedures in relation to the protection and safeguarding of vulnerable adults are implemented.
* To participate and lead in regular team meetings.
* To assist in the organisation of recruitment drives and public relations exercises for the recruitment of carers for the scheme in line with the Council’s policies and procedures.
* To work within agreed protocols for working with other teams across the partnership and directorate.
* To assist in effective use of resources as instructed by managers.
* To assess the training and development needs of Shared Lives Carers referred to the scheme and those providing a service.
* To participate in the organisation and delivery of training programmes for Shared Lives Carers.
* To participate in the development of service performance priorities and collection of data to evidence service delivery
* To develop own skills and capabilities through performance appraisals, including the setting and reviewing of competencies and personal development plans.
* To undertake core training and any other developmental activities in line with requirements of the post.
* To participate in individual supervision as per supervision agreement.
* To embrace the diverse nature of the service and ensure that agreed policies in relation to equalities and diversity are implemented and embedded in all practice.
* To develop understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.
* To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.
* Accountability and problem solving will be based within clear policy and procedure, and be based on an understanding of the issues that are likely to occur within working environments including crisis support and be able to effectively respond to these. Outside of this, Shared Lives officer will be expected to determine when it is appropriate to seek support from their line manager or others such as HR.

Proposed Structure MKC only

**Structure Chart**

Head of Service

Service Manager Provider Services

Registered Manager Shared Lives

Registered Manager Short Breaks

2 Service Coordinator Day Svs

**Whaddon Way**

2 Team Leaders Day Services

12.25 FTE Support Workers

2.7 FTE Assistant Support Workers

1 Apprentice

.6 FTE Kitchen Assistant

1 team clerks

2FTE casual support Workers

**Tower Drive**

4 Team Leaders

1 team leader (honorarium)

1 Apprentice

25.85 FTE Support Workers

2.02 FTE Assistant Support Workers

.675 FTE Cook

.675 FTE Assistant Support Worker (kitchen)

3.5 FTE casual support workers

1 Shared Lives Senior worker (F grade)

1 Support Worker Shared Lives

**Short Breaks**

Service coordinator

4.31 FTE (5) Team Leaders

19.8 FTE Support Workers

2.0 Housekeepers

1 Admin

**PERSON SPECIFICATION**

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant**  knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PERSON SPECIFICATION** | **Shared Lives officer**  | **Required** | **Level** | **Method of** **Assessment** **interview, testing,** **reference** |
| **Essential** | **Desirable** | **Awareness** | **Significant** | **Extensive** |
| **SKILLS AND KNOWLEDGE** **Technical knowledge and qualifications**  | Qualification level 3 or Diploma 3 in Health and Social Care Detailed understanding of the needs and practical support issues of people refereed to Shared Lives service including complex health needs and behaviours of concern. This will include the ability to demonstrate and understand how Positive Behaviour Support is effectively implemented in Learning Disability Services.Employing the council’s standard of Plain English ICT skills (Microsoft office) and ability to learn other systems.Able to communicate effectively both verbally and in writing Including recording and report writing where required. Having full driving licence and use of a car with business insurance. | **X****X****X****X****X**  | **X** |  | **X****X** | **X****X****X****X** | **Interview / ref** |
| **EXPERIENCE /KNOWLEDGE** | Understanding of Shared Lives SchemesExperience of assessing the needs of people Knowledge of Care Quality Commission requirements in relation to Shared LivesKnowledge of health and social care policyAbility to recognise and value the diversity of the serviceSupervisory experience | **X****X****X****X****X** | **X****X** |  | **XXX****x****x****x****x** |  | **interview/ ref** |
| **Planning and organising work** | Good organisational skills and problem solving skills.Ability to translate new ideas into practiceCompleting tasks to a deadline to a consistently high standard | **X****X****X** |  |  | **XX****X** |  | **Interview/ ref** |
| **Personal Job Related skills** | Highly developed Interpersonal skillsAbility to maintain effective working relationships with clients.Effective communication skills. Ability to organise and prioritise own work load.To work in partnership with other professional relevant organisations and individuals.Actively and respectfully listens to people in order to understand them and their viewsConsiders different perspectives, experiences and backgrounds when working with others and providing services | **X****X****X****X****X****X****X** |  |  | **XXXXX****X****X****X****X****X** |  | **Interview / ref** |
| **Other requirements** | A understanding of equal opportunity Flexibility to work occasional evenings and weekendsMust be able to travel independently around the cityAble to actively assess risks and devise strategies around service user and staff safety, both in planned and unplanned situations.Undertakes tasks without supervision.Able to resolve and manage risks to ensure own and others safety and recognise when it is appropriate to escalate concerns to manager. | **X****X****X****X****X****X** |  |  |  | **XXX** | **Interview / ref** |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements which include Customer focus, communicating and engaging, managing resources and risk, organising and improving performance, taking responsibility and team player.**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.**

**Other information**

** able to travel to meet service delivery requirements**

** available to undertake work outside of normal working hours**

**Other information**

* able to travel to meet service delivery requirements
* available to undertake work outside of normal working hours

**EXAMPLES OF ACTIVITIES IN THIS ROLE**

|  |  |
| --- | --- |
| 1 | Actively recruit Shared Lives carers  |
| 2 | Experience in dealing with people from a variety of social and ethnic back grounds |
|  3 | Provide guidance and support for training of Shared Lives Carers  |
| 4 | Monitor and record Shared Lives carers progress |
| 5 |  Meeting or overachieving all project targets  |
| 6 | To report back and be involved in reporting progress of Shared Lives projected.  |
| 7 | To participate in relevant events to promote the councils Shared Lives service  |

In order to help define the areas of work within these sections so that the level and impact of the role is clear we have added a list of level and impact definitions.

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| --- | --- | --- | --- |
|  |  |  |  |
| Signed Job holder  | Signed Line Manager  | Signed Service Head/ Assistant Director  |
|  |  |  |
| Print Job holder  | Print Line Manager  | Print Service Head/ Assistant Director  | Date |