

Job Title	Rapid Responder	Post Number	CYP6792		
Department	Direct Provision and Resilience Service	Division	Integrated CYP Services		
Section/Team	Rapid Response Team and Home to Decide Team	Reports to	Duty Managers/Senior Practitioners		
Career Family	Caring Services	Role Profile No.	CAS11	Hay Grade	11

Context

About the role

Under the general supervision of an Duty Manager /Senior Practitioner, responders undertake emergency care/rapid response, including responding to Telecare equipment and lifeline alarms, emergency personal care, assisting South Gloucestershire residents in crisis and, if necessary, support them in their own homes until a Care Provider is allocated.

Physical Effort and Working Environment (other than in a normal office environment)

In general to visit service users in their own homes. Rapid Responders could be asked to visit any location within South Gloucestershire where a South Gloucestershire Adult is in crisis. Facilitate the service user/resident with personal care and or assist with food/drink without which the person would suffer some harm.

About the team

The Emergency Rapid Response Team consists of 20/40 responders and the Home to Decide Team consists of 10 FTE.

Both teams have 3 FTE Duty Managers and the team is headed by the Registered Manager.

About the wider section/function

Resilience Service

The Resilience Service is an umbrella service for the Rapid Response Team, Home to Decide Team and Next Steps to Decide service (Alexandra Way). The service aims to reduce risk, and meet the council's duty of care in the event of the market not being able to meet demand for domiciliary or residential care. Its secondary aims are to reduce hospital discharge delays attributable to social care and to reduce the number of hospital discharges that result in residential care.

Rapid Response Team

The Emergency Rapid Response service is a team of care staff that provide personal care in an emergency or urgent care crisis to all South Gloucestershire adult residents. The service is in operation at all times, day or night, 365 days of the year. Its highly trained staff are able to rapidly respond throughout South Gloucestershire when they are informed of a

resident with a personal care crisis.

Home to Decide Team

This team brings people home from hospital without a hospital social care assessment and enables the resident to stay at home with little social care input to meet their personal objectives and return to their previous level of independence.

Next Steps to Decide

Some people are not quite ready for a direct return home and can have a short stay (2 days to 6 weeks) in the Resilience wing at Alexandra Way Residential Care Home. The beds are intended to facilitate a short term enablement service to help the resident to return home.

Problem solving and decision making examples

Rapid Responders will be sent to homes and properties which have not previously been risk assessed. The responder will be expected to carry out continuous environmental risk assessments whilst assessing the scene and be able to furnish the on call manager with pertinent and sometimes crucial information. The Responder will be required to collect vital information and exercise their own judgement when contacting 'blue light' services.

Role Purpose

To provide direct personal caring services that supports service users to live with as much independence as possible.

Key Responsibilities

Deliver care for cases allocated by senior colleagues ensuring that services are effectively provided in line with regulations and codes of practice.

Support service users with personal and practical care, in the taking of medication and accessing facilities.

Enable service users to live as independently as possible by helping them and assisting with every day tasks. If relevant: assist in the use of equipment and materials.

Promote engagement in social activity liaising with other statutory, voluntary and private agencies as appropriate.

Ensure that work practices meet the required standards and that customers are provided with the help, information and support they need.

Assist and support volunteers and work with local community networks and groups to allow them to gain the necessary skills and knowledge, encouraging a culture of inclusion.

Record progress in care plans, logs, reviews and incident forms so that documents are completed accurately, on time and meet Council standards.

Take action to refer issues as necessary in accordance with Safeguarding Procedures in

order to protect vulnerable people.

Contacts and Relationships

You will build trusting and supportive relationships with service users and families.

You will liaise with and carry out activities allocated by senior colleagues.

You will build effective relationships with colleagues, partners and others involved in the provision of care.

You will raise any issues relating to the service user with an appropriate person and inform a senior colleague.

Work Planning, Procedures and Organisation

You will deliver activities allocated by senior colleagues, organising your own work within the framework given.

You will record your progress using standard forms and materials.

Knowledge, Skills and Experience

1. You will have training and experience of working in similar service areas.
2. You will hold a vocational qualification e.g. NVQ 2 or equivalent is desirable, you will be expected to acquire this if not already held.
3. You will show sensitivity and empathy in your work.
4. You will demonstrate knowledge of professional care groups and external contacts e.g. GPs, nursing services and emergency services.
5. You are able to manage challenging behaviour e.g. behavioural difficulties in homes and/or the community
6. You will demonstrate knowledge of relevant legislation, regulations and codes of practice.
7. You will demonstrate knowledge of specialist equipment and an awareness of manual handling techniques.

Problem Solving

There are procedures in place which will help you to resolve problems and guide you in how you carry out your duties.

You draw upon your learnt experiences to enable you to resolve straight forward problems and the result may be easily checked to see if it is correct. Once chosen your solution will not need to be changed because the problem has already been experienced.

A more experienced member of staff is usually available and can be used to refer situations or problems that are out of the ordinary.

Facts and Figures

Numbers of staff managed/supervised

N/A

Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)

N/A

Number of enquiries/items processed

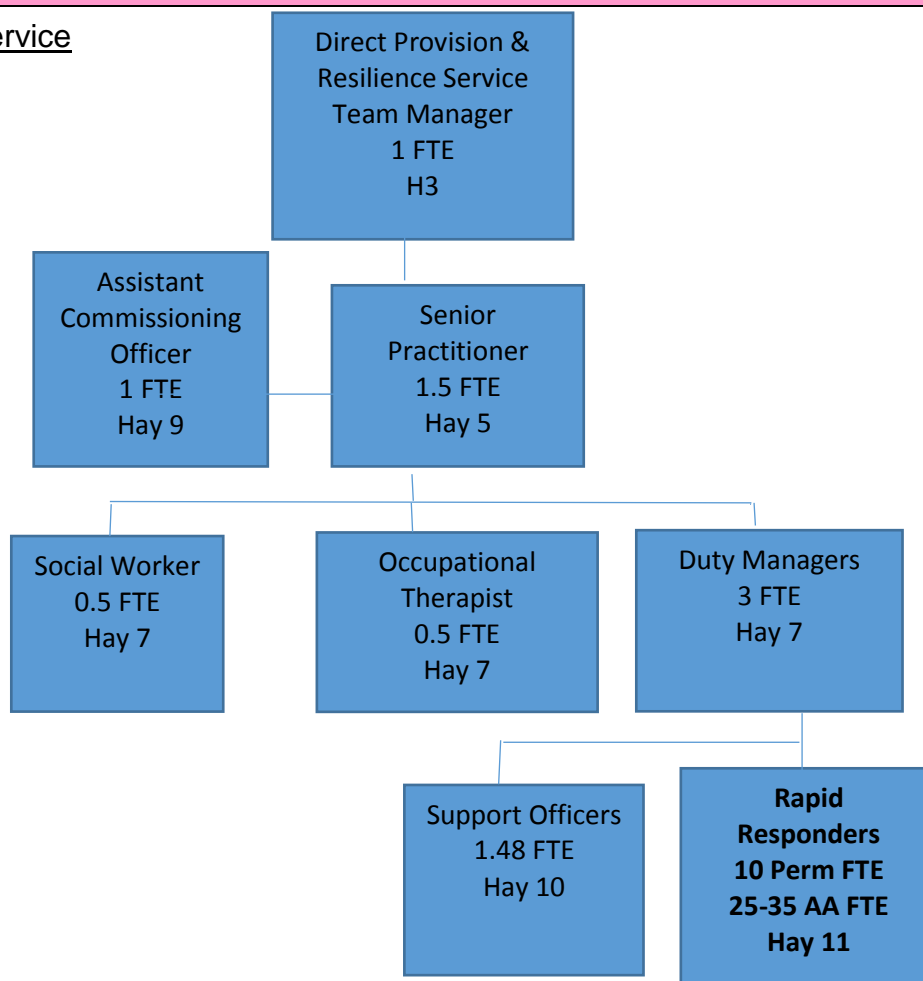
Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)

Size, complexity and number of cases/number of clients allocated

Home to Decide - 185 contact hours a week delivered by 10 FTE Rapid Responders

Organisation Chart

Resilience Service



Person Specification

Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.

Essential

Following the services registration with CQC all Rapid Responders are required to hold a Care Certificate.

You will have training and experience of working in similar service areas.

You will hold a vocational qualification e.g. NVQ 2 or equivalent is desirable, you will be expected to acquire this if not already held.

You will show sensitivity and empathy in your work.

You will demonstrate knowledge of professional care groups and external contacts e.g. GPs, nursing services and emergency services

You are able to manage challenging behaviour e.g. behavioural difficulties in homes and/or the community

You will demonstrate knowledge of relevant legislation, regulations and codes of practice

Exemplify the council's values and behaviours

Desirable

There are no desirable criteria