



| Job description | |
|------------------------|---------------------------------------|
| Job title | RAPID RESPONSE ASSISTANT CARE MANAGER |
| Grade | G |
| Directorate | Adult Social Care |
| Section/team | Reablement |
| Accountable to | Rapid Response Senior Officer |
| Responsible for | NA |
| Date reviewed | January 2020 |

Purpose of the Job

To provide a rapid, responsive quality Service for the Community in times of crisis, illness or injury, to prevent hospital admission and facilitate hospital discharge. Respect for confidentiality, diversity and dignity is essential as is the commitment to provide an equality of service which is responsive to the needs of all service users.

- Rapid Response ACM will play a key role in actively promoting and maintaining individuals to live independently within their own homes and within their local community.
- They will use an enabling approach and support others in doing this to encourage service users to do things for themselves.
- They will act as the link person between service users, carers, and other staff.
- They will be required to contribute and undertake person centred social care needs assessments and reviews of individuals who use the service in partnership with them, their families, line managers, Rapid Response Assistants, other professionals that support the team, Care Managers and other professional agencies.
- They will support the service in providing a swift response to requests for a service.
- They will be required to contribute to admission avoidance and discharge planning during Out of Hours shifts.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.



1. To provide cover as required for Rapid Response Assistants to ensure no gaps in service delivery.
2. To work across the service on a rota basis which will include day, evening and overnight shifts patterns
3. To provide intervention and support following Care Line call request
4. To promote and support the use of Assistive Technology to maximise independence
5. To provide advice and guidance to service users and their carers.
6. Actively support Rapid Response Assistants to follow person centred plans to support service users at home
7. To ensure self and Rapid Response Assistants are maintaining accurate and appropriate records in accordance with the service policy and procedures and professional standards.
8. Undertake risk assessments to ensure safety of service users and staff
9. Ensure Medicine Assessment Record sheets are available and updated when required.
10. Demonstrate an active commitment to your own continuous personal development. Actively contribute to team development.
11. To be aware of the appropriate action to take when supporting Rapid Response Assistants or self in dealing with safeguarding and emergency situations.
13. Adhere to and be compliant with KMBC health and safety policy and procedures.
14. Identify the need for, assess and arrange, low level equipment including assistive technology.
15. To support the role of the Rapid Response Senior Officer during their absence and provide support for other areas within the Borough wide service.
16. To support decision making during normal Out of Hours working pattern in the absence of a manager
17. To record, plan and allocate new referrals received during the Out of Hours period to ensure safety of staff and service users

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities –
- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security



- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.