



## Job Description

### Social Services Directorate Adult Services / Provider Services

<b>Post Title</b>	Home Care Senior Duty Planner		
<b>Post Number</b>	New Post	<b>Grade</b>	6
<b>Base</b>	Bert Denning Resource Centre	<b>Hours</b>	37 (any 5 days out of 7)
<b>Car User Allowance</b>		<b>Disclosure</b>	Enhanced
<b>Contact</b>	Donna Mahoney	<b>Updated</b>	March 2025

**Politically restricted**    **No**    **Yes** \*

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

### Principal Job Purpose.

Responsible to: Home Care Assistant Team Manager

Responsible for: To line manage Duty Planners. To oversee the day-to-day functions of the Home Care service. To implement and maintain effective systems that ensure the smooth running of the service.

### Principal Accountabilities

1. To have overall responsibility for the effective implementation and delivery of electronic office systems for the Home Care service. E.g. People Planner / Matrix / Purchasing / Training
2. To provide leadership in the absence of the Manager / Assistant manager, seeking advice where appropriate. To respond to requests for care services from Care Managers / DASH referrals and to ensure that requests are responded to in a timely manner. To ensure that all necessary information is received for each referral. To ensure that information is recorded and maintained on ECM etc
3. To oversee the purchasing system (including ordering and processing invoices) to ensure that stock is ordered e.g. uniform / stationary / PPE
4. To play an active role in the recruitment of planners and care workers i.e. to be part of the shortlisting and interviewing panel

5. To oversee Care Worker rotas ensuring they are accurate and reflective of commitments, such as call times and travel time
6. Implement and complete duty planner rotas ensuring staffing levels are appropriate to the service requirement over a 7 day period
7. To be responsible for the effective management of duty planners within the Home Care service, including supervision, performance appraisals and office cover arrangements. Identify training and development needs within the Duty Planners to enable individuals to reach their full potential
8. To manage duty planner sickness, including updating records and IT systems, lead on attendance management meetings and liaising with OD
9. To oversee that planners are maintaining accurate records for service users and staff on the ECM (Carefree / People Planner) ensure the details of service provision are completed along with the necessary documentation and ensure all relevant data is recorded using electronic systems.
10. Maintain effective communication with all key stakeholders including both the originators of service requests and service providers, and other relevant parties (e.g. Contracts and Commissioning, Finance), and to develop and maintain effective working relationships with all such colleagues.
11. To manage conflicting, challenging and contentious situations in a professional manner, seeking advice where appropriate.
12. To maintain a good working knowledge of service provision throughout the Authority and to participate in the evaluation of service performance. E.g. CIW inspection
13. Identify areas for service development to improve service delivery
14. Ensure all reporting and monitoring policies are adhered to as set out in BGBCC Policy and Procedures i.e. safeguarding
15. To work in accordance with the Authority's contracting regulations and Contract Standing Orders, within the Council's Policies and Procedures, and assist in the development of contract compliance.
16. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
17. Understand and adhere to the requirements of external regulatory bodies such as CIW, SCW and RISCA
18. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice
19. Any other duties appropriate to the grade and post as directed by the Director of Social Services

## Person Specification – Middle Manager

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
<b>Qualifications/relevant experience</b>					
NVQ Level 3 in Administration or Health & Social Care / or equivalent	Essential	✓			
Previous relevant experience of working within social care, health or admin setting		✓	✓		
Proven experience of supervising and co-ordinating a staff team.	Essential	✓	✓		
<b>Other experience</b>					
Be able to drive and have a clean drivers licence.	Essential	✓			
Good working knowledge of IT systems	Essential	✓			
Experience of using IT systems to support, organise and monitor workload management – in particular use of excel and databases	Essential	✓			
<b>Knowledge/Skills/Personal Attributes</b>					
Understand the importance of the principles that promote independence i.e. dignity, choice and privacy.	Essential	✓			
Understand and respect the principles of confidentiality.	Essential	✓			
Understand the All Wales Policy for Safeguarding.	Essential	✓			
Understand the DOLS Policy and process.	Essential	✓			
Understand Blaenau Gwent's Supervision policy and competency framework	Essential	✓			
Understanding of administrative duties within the establishment.	Essential	✓			
Understand the need to effectively plan carer's work in relation to the principle of promoting independence	Essential	✓			
Understand privacy, dignity, rights, choices of service users	Essential	✓			
Able to write legible accurate reports.	Essential	✓			
Able to liaise & communicate effectively with colleagues & others agencies.	Essential	✓			
Able to identify risks & formulate individual assessment.	Essential	✓			
Able to complete a staff rota system.	Essential	✓			
Able to work effectively within a team.	Essential	✓			
Able to participate fully in meetings.	Essential	✓			
Ability to work in stressful and changing situations with a flexible approach	Essential	✓			

2. Welsh Language Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	D	✓	✓		

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

<b>3. Special Requirements</b>	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Able to work flexible hours including on-call rota and weekends	E		✓		
Be able to drive and have a clean drivers licence	E	✓			

#### 4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

#### Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Leading People</b>	Sets the standard of leadership for the service				✓
	Provides clear direction and goals for the service		✓		✓
	Takes direct responsibility and is accountable for actions				✓
	Ensures the principles of equality and diversity are embedded in the service				✓
	Recognises and celebrates others' contributions & achievements				✓
	Challenges inappropriate behaviour				✓

#### Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Communicating the Vision</b>	Translates the vision into operational objectives				✓
	Develops long term objectives and strategies for own service area to achieve the vision				✓
	Proactively promotes the vision to others				✓
	Ensures others understand how their role contributes to achieving the vision				✓

Topic	Competencies	Assessment Method			
		App Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Facilitating High Performance and Results</b>	Is committed to continually improving performance of self and others				✓
	Sets ambitious performance targets and priorities for self and others				✓
	Gives regular, constructive feedback on team/individual performance				✓
	Motivates others to achieve and improve performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately		✓		✓
	Seeks learning opportunities from results				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Maximising Potential</b>	Encourages and develops personal accountability in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services				✓
	Promotes development in self and others				✓
	Supports and trains others in own areas of expertise				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Promotes a culture of open communication				✓
	Communicates effectively, using a variety of styles, with a broad range of people		✓		✓
	Creates and develops networking opportunities to influence				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Making Informed Decisions</b>	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Understands problem solving is part of the improvement process				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions		✓		✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Working together</b>	Understands partnerships in the context of the "big picture"				✓
	Promotes and contributes to multi-agency partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓
	Identifies the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Promoting a Citizen Centred Culture</b>	Recognises the importance of contributions from the community to setting and achieving continually improving services				✓
	Promotes and develops a continually improving citizen-focused culture within the service		✓		✓
	Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.				✓
	Engages with the community appropriately and respectfully				✓
	Is an ambassador for the organisation and the community it serves				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Working With Councillors</b>	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓
	Abides positively with the protocols relevant to the political relationship				✓
	Is confident to refer enquiries to others when appropriate				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
<b>Pushing the Boundaries</b>	Regularly and constructively challenges the status quo				✓
	Proactively thinks how potential change will affect the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas		✓		✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓