

CARER SUPPORT WILTSHIRE

Job Description

<u>Job Title</u>	Referrals and Registrations Worker
<u>Accountable to</u>	Community Connector Team Lead
<u>Responsible for</u>	None
<u>Geographical Area</u>	Wiltshire, flexibly based at Semington Office / Salisbury Office
<u>Hours of Work</u>	37 hours per week Monday to Friday
<u>Grade</u>	£22,911 – £25,295
<u>Contract</u>	12 months initially

Purpose of the Post

To register, assess, provide information, triage and allocate / prioritise further casework (if required) for carers contacting Carer Support Wiltshire.

Key duties and responsibilities:

The post holder will:

- Respond to all those contacting Carer Support Wiltshire to make referrals or re-referrals, either answering telephone calls as they come in, or telephoning carers in response to messages received
- During the initial phone contact with the carer, undertake an initial assessment of the carer through a focussed interview
- Give relevant information / advice / signposting
- Assess and follow up any initial contacts passed on via carer support workers
- For cases requiring one to one support, allocate cases through internal referral to support workers as required, based on urgency, specialist knowledge and location
- For cases requiring other internal services, raise internal referral
- Maintain accurate, timely and detailed records of all referrals and re-referrals, including initial assessments and on-going actions required on Charitylog and/or other reporting systems as required
- Liaise regularly with the Community Connector Team Leader to review waiting lists and prioritisation requirements to meet demand
- Attend regular supervision meetings, to share good practice and ensure your own support needs are met

Additional Occasional Responsibilities

As a member of a small team, the post holder will be expected as necessary to support colleagues by:

- Identifying appropriate sources of information, advice, benefits, equipment and services which carers can access, and updating shared resource information to reflect this
- Actively contribute and participate in publicity events and represent Carer Support Wiltshire in a positive manner and to raise awareness of carers' needs

General Requirements

The post holder will be expected to:

- Possess the essential skills as detailed in the person specification
- Adhere to and uphold Carer Support Wiltshire's mission, vision, values, strategic aims and policies
- Act with integrity and maintain the highest professional standards at all times
- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers
- To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings
- Actively identify own training needs and personal development, and to participate in training sessions when required
- A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder

Employee signature:

Date:

Senior manager:

Date:

**Carer Support Wiltshire
Person Specification: Registrations and Referrals Worker**

	How assessed	Essential / Desirable
Qualifications		
Good standard of education	Application / Certificates	Essential
Further qualifications in health and social care. inc, linked NVQs, social work degree, nursing qualification or equivalent experience	Application / Certificates	Desirable
Experience		
Experience of carrying out assessments over the phone	Application and interview	Essential
Knowledge		
Understanding of carers' issues and rights	Application (supporting statement) and interview	Essential
Good understanding of the Care Act 2014 and other linked legislation	Application (supporting statement) and interview	Essential
Knowledge of multiagency working, including: whole family assessments, liaising with other multi agencies.	Application (supporting statement) and interview	Essential
Experience of person centred planning and working with service users to agree appropriate support.	Application, interview and short test.	Desirable
Skills and Competencies		
Excellent written communication skills	Application and interview	Essential
Able to communicate and positively challenge other professionals both within the work place and externally	Application and Interview	Essential
Able to communicate effectively with diverse members of the public	Application (supporting statement) and interview	Essential
Able to use IT and databases to: manage time effectively, prioritise cases, record information gathered through assessments	Application (supporting statement) and short test	Essential
Personal qualities		
Keen to learn and innovate	Application (supporting statement) and interview	Essential
Resilient to change	Application (supporting statement) and interview	Essential
Able to work as part of a team	Application (supporting statement) and interview	Essential

Confident to take initiative	Application (supporting statement) and interview	Essential
Able to prioritise work and deal with competing demands	Application (supporting statement) and interview	Essential
Other		
Able to work flexibly in terms of location	Application (supporting statement) and interview	Essential
Car driver and owner	Application/driving licence	Essential