

CARER SUPPORT WILTSHIRE

Job Description

<u>Job Title</u>	Carer assessment and review worker
<u>Accountable to</u>	Support Services Team Leader
<u>Responsible for</u>	None
<u>Geographical Area</u>	Wiltshire, flexibly based at Semington Carers Centre / Salisbury Carers Centre
<u>Hours of Work</u>	Full time (37 hours) or part time
<u>Grade</u>	£22,911 – £25,295
<u>Contract</u>	Permanent

Purpose of the Post

Carer Support Wiltshire is a local charity supporting unpaid carers across Wiltshire who are caring for a relative, friend or neighbour who have an illness or disability. This job role is to provide support, advice and information to carers and to complete Care Act compliant Carer's Assessments and annual reviews, contracted by Wiltshire Council.

The post holder will work within a team and develop and maintain relationships and knowledge about other organisations that provide additional support to carers including health, social services and other voluntary organisations.

Accurate and timely record will need to be kept using Charity Log (CSW's case management system) and Care First (Wiltshire Council's system). This will shortly be changing to LiquidLogic.

Key duties and responsibilities:

The post holder will:

- Undertake Care Act compliant carer assessments and reviews. This can be either face to face, often in the carer's home, or by phone, whichever the carer prefers.
- Support carers to complete self-assessments by telephone
- Create support plans that are in line with the Care Act and Wiltshire Council guidelines.
- Ensure all assessments and reviews are person-centred and outcome focused.
- Provide direct advice and information to carers.
- Maintain a knowledge of other services and make referrals and signpost to appropriate services for carers on caseload as required
- Manage their own caseload, dealing with carers in a timely matter whilst liaising with line manager and specialist workers as required
- Close cases in a timely manner
- Maintain accurate, timely and detailed records of all contacts and support work undertaken on Charitylog, CareFirst and/or other reporting systems as required
- Record the assessment and support plan on CareFirst and/or other reporting systems as required.
- Attend regular team meetings, to share good practice and ensure your own support needs in managing your caseload are met
- Attend and engage in regular one to one line management and supervision meetings.

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
- Working occasional weekends and evenings as necessary to meet with working carers.

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

PERSON SPECIFICATION

Carer assessment and review worker

	How assessed	Essential or 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 and support plans over the phone and face to face.	Application and interview	Essential
Experience of working in a time bound manner ensuring all work remains effective and efficient.	Application and interview	Essential
Knowledge		
Understanding of carers' issues and their rights	Application and interview	Desirable
Good understanding of the Care Act 2014 and other linked legislation	Application and interview	Desirable
Knowledge of multiagency working, including: whole family assessments, liaising with other multi agencies.	Application and interview	Essential
Skills and Competencies		
Excellent written communication skills	Application and interview	Essential
Ability to guide conversations with carers to ensure that assessments are: person-centred, outcome focused and in line with organisational, local and national procedures.	Application and interview	Essential
Able to communicate and positively challenge other professionals both within the work place and externally	Application	Essential
Able to communicate effectively with diverse members of the public	Application	Essential
Able to use IT and databases to: manage time effectively, prioritise cases, record information gathered through assessments	Application and interview	Essential

Personal qualities		
Keen and willing to learn	Application and interview	Essential
Resilient to change	Application and interview	Essential
Able to work as part of a team	Application and interview	Essential
Confident to take initiative	Application and interview	Essential
Able to prioritise work and deal with competing demands	Application and interview	Essential
Other		
Able to work flexibly in terms of location and some evening and weekend work	Application and interview	Essential
Car driver and owner	Application/driving licence	Essential