

CARER SUPPORT WILTSHIRE

Job Description

Job Title:	Referrals and Registrations Worker
Accountable to:	Community Connector Team Manager
Responsible for:	None
Geographical Area:	Wiltshire, flexibly based
Hours of Work:	37 hours per week Monday to Friday
Pay Scale:	£23,541 - £25,991
Contract:	Permanent

Purpose of the Post

To register, assess, provide information, triage and allocate/ prioritise 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 referrals received
- During the initial phone contact with the carer, undertake an initial assessment of the carer need
- Give relevant information / advice / signposting
- Assess and follow up any initial contacts passed
- For cases requiring one to one support, allocate cases through internal referral 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 triage assessments and any on-going actions required on Charitylog and/or other reporting systems as required
- Liaise regularly with the Community Connector Team Manager 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 always maintain the highest professional standards
- 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