

## **CARER SUPPORT WILTSHIRE**

### **Job Description**

<b><u>Job Title</u></b>	Carer Assessment and Review Worker
<b><u>Accountable to</u></b>	Operations Manager – Assessment Services
<b><u>Hours of Work</u></b>	0.6 FTE
<b><u>Grade</u></b>	£24,192 pro rata (£14,515.20)
<b><u>Contract</u></b>	12 months with a possibility of extension

### **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 have good assessment and engagement skills with a detailed understanding of carers' needs and rights.

The post holder will work within an established 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. Currently this post will be a mixture of home and office work, and the assessments and reviews will be carried out by phone or face to face. The post holder will also need to be available to attend face to face carer and team meetings as required.

Accurate and timely records will need to be kept using Charity Log (CSW's case management system) and Liquid Logic (Wiltshire Council's system). The post holder will require good time management and prioritisation skills to manage the multiple priorities within this role, while keeping carers at the centre of all they do.

### **Key duties and responsibilities:**

The post holder will:

- \* Undertake Care Act compliant carer assessments and reviews. This will mainly be by phone, face to face assessments may occur where there is significant need.
- \* Create support plans that are in line with the Care Act and Wiltshire Council guidelines.
- \* Ensure all assessments and reviews are person-centered 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, Liquid Logic and/or other reporting systems as required
- \* Record the assessment and support plan on Liquid Logic and/or other reporting systems and manage the cases through the assessment process, liaising with Wiltshire Council staff as required.
- \* Attend regular team meetings, both face to face and on-line, 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 across the organisation.

- 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 phone 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
<b>Qualifications</b>		
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
<b>Experience</b>		
Experience of carrying out assessments and support plans, including over the phone.	Application and interview	Essential
Experience of working in a time bound manner ensuring all work remains effective and efficient.	Application and interview	Essential
Experience of working with a case management system such as Liquid Logic and managing cases through a set process.	Application and interview	Essential
<b>Knowledge</b>		
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
<b>Skills and Competencies</b>		
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, navigate cases through complex processes	Application and interview	Essential
<b>Personal qualities</b>		
Keen and willing to learn	Application and interview	Essential
Resilient to change	Application and interview	Essential
Positive and solutions focused	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
<b>Other</b>		
Able to work flexibly with some evening and weekend work	Application and interview	Essential
Car driver and owner	Application/driving licence	Essential