

Care Team Assessor Job Pack

Title	Care Team Assessor
Hours	74 hours over a two week period (to support a 24/7 service)
Salary	£19,000 – £21,000
Accountable to	Care Team Manager
Responsible for	No direct line management at present
Based	Community based around Norfolk

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, advice and guidance to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our vision is of a world where caring is made easier.

About the role

It is an exciting time to consider being part of our team. We have a new brand, we are seeking to make considerable investment in our workforce and want to be at the forefront of innovation our sector.

As part of the care team, your key focus areas will be providing a flexible service to patients and their families. You will support a practical and emotional response to individuals returning home after hospital discharge and/or to prevent admission into hospital, assisting them into settle safely back into their home environment, including supporting to build confidence levels and independence.

The care team assessor will work alongside colleagues in a similar role and with care workers and care team managers, with time spent in communities around Norfolk and Queen Elizabeth hospital.

The successful candidate will have experience in providing personal and social care. They will have a proactive, solution focussed approach and be adaptable to a range of situations.

Key accountabilities of the role

1. Be part of a responsive team providing support to customers and their families at short notice in the event of staff illness or absence in the hospital & community.
2. Provide care support in the community via our homecare service, including complex cases

3. To travel as required in order to deliver person centred support.
4. To play a proactive role in signposting patients and their families to other relevant support services (both internal and external, both statutory and non-statutory), to prevent further admissions.
5. Work in partnership with the bookings team to identify required support needs, enabling people to remain and return safely in their own homes
6. To maintain regular contact with the bookings team when on duty to ensure case management and a prompt response, keeping in touch with progress of support.
7. Complete contingency risk assessments, assessments and risk assessments for new and existing customers and emergency packages of care to maintain a 'rapid response' to customer need and ensure high quality support.
8. Liaise regularly and effectively with the wider team
9. Although generally working on an agreed shift pattern, there may be circumstances when the support requires this to be implemented flexibly i.e. starting the shift earlier or ending later on occasion for the same number of hours.
10. Provide flexible cover for colleagues in the event of holiday and sickness, working as part of a caring team.
11. To take part in the out of hours on call rota system.
12. Complete and submit paperwork, including incidents and safeguarding concerns to required standards.
13. To maintain accurate records on in house systems, to support with patient and family carer case management and contribute to contractual reporting requirements such as writing care plans.
14. Participate in an induction programme and attend on-going in-service training as required by the role.
15. Attend regular meetings and supervisions as agreed
16. Establish positive working relationships internally and externally to support the company to achieve its business plan & meet customers outcomes.
17. To work at all times within the philosophy and policies of Caring Together.
18. To undertake any other duties that may be considered commensurate with the level of the post.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

Care Team Assessor Person Specification

Requirements	
Qualifications	<ul style="list-style-type: none"> • At least L3 in Health & Social Care or similar or willingness to work towards. L2 or similar is essential.
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of providing person centred care in the community • Good IT skills • Experience of working independently, using own initiative and problem solving • Experience establishing and maintaining professional working relationships at all levels and work well in a team. • Experience of engaging with a diverse range of users and stakeholders • Knowledge of and experience working to a high standard within legislative and regulation standards of care.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to multi task • Ability to work productively with a range of people with a range of needs • Strong communication both written and verbal and excellent interpersonal skills • Ability to build effective relationships with stakeholders • Excellent customer service philosophy
Personal Attributes	<ul style="list-style-type: none"> • Able to work under pressure and cope with change and conflicting priorities • Willingness to travel across our region • Seeks continuous improvement • Engaging personality who demonstrates a friendly, constructive, solution focussed approach.

Application and Recruitment Process

Closing date	The closing date for this post is 23/02/2020.
Interview	It is anticipated that interviews for this post will take place on W/c 24/02/2020.
Start date	The post is available immediately on a full-time, permanent basis.
Referees	The successful candidates will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable and you may hold some of these qualifications. Please note that if you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 20 days annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our terms and conditions.
Pension	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Normal working hours are between 09:00 and 17:00 however, Caring Together are committed to ensuring a work life balance for our employees as well as support for our employees who may have priorities such as caring or other family commitments. Flexible working patterns may be considered provided that the needs and objectives of the charity and the successful candidate can be met. The successful candidate will be required to work flexibly at evenings and weekends as required.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.