

## Rapid Responder (Cambridgeshire) job pack

<b>Title</b>	Care crisis support professional
<b>Hours</b>	74 hours over a two-week period (to support a 24/7 service)
<b>Salary</b>	£24,402
<b>Accountable to</b>	Senior care team manager
<b>Responsible for</b>	No direct line management at present
<b>Based</b>	Community based across Cambridgeshire

### About Caring Together

At Caring Together our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

We are passionate about helping people get the practical support and advice that really makes a difference to them – before, during and after their caring role.

An unpaid carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, disability, a mental health problem or an addiction, and would find it hard to cope without their support.

We are proud to support more than 17,000 carers and their families every year, but there are more than 150,000 carers living in our region. And this number is rising.

We need your help to make sure unpaid carers in our local communities receive the practical and emotional support that they need.

### About the role

Have you previously worked as a Healthcare assistant, Support worker, Care worker or any number of similar job titles and are you currently looking for a new way to utilise the skills you have learnt to support people in an innovative way.

As part of our team, your key focus areas will be providing a flexible service to customers and their families. In Cambridgeshire we are privileged to provide unique services which allow unpaid carers to access much needed breaks by providing support to the people they are caring for, an emergency response service for unpaid carers in crisis which affords them care for their loved one should they be unable to continue with their caring role for any reason and a hospital

discharge service which supports getting people home without unnecessary delay. Working alongside our homecare service we assess client needs; plan care needed and provide the service. As well as prevention work to support customers avoid admission where possible.

The successful candidate will have had experience in providing personal and social care preferably for more than 2 years, with an understanding of homecare and will work alongside the wider care team including other Care crisis support professionals, care professionals and the management team.

## **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 illness or absence in the hospital and community, as well as hospital avoidance and breaks for carers.
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 wider care team to identify required support needs, enabling people to remain and return safely in their own homes.
6. To maintain regular contact with your manager and the Senior care bookings manager when on duty to ensure case management and a prompt response, keeping in touch with progress of support.
7. Complete assessments and risk assessments for new and existing customers and emergency packages of care to maintain a swift 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.
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 stand by rota for provision of emergency overnight support as part of our emergency response service.
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 customer and family carer case management and contribute to contractual reporting requirements.
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 strategy and 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.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

## Rapid Responder (Cambridgeshire) person specification

Requirements	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A minimum NVQ Level 2 in health and social care or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of providing person centred care in the community.</li> <li>• Good IT skills. Experience using laptops and rostering/ reporting systems.</li> <li>• Experience of working independently, using own initiative and problem solving.</li> <li>• Experience of establishing and maintaining professional working relationships at all levels and work well in a team.</li> <li>• Experience of engaging with a diverse range of users and stakeholders.</li> <li>• Knowledge and experience of working to a high standard within legislative and regulation standards of care.</li> <li>• Previously undertaken care plan assessments (although additional training around expectations can be provided)</li> </ul>	<ul style="list-style-type: none"> <li>• More than 2 years' experience within a homecare setting.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to multitask.</li> <li>• Ability to work productively with a range of people with a range of needs.</li> <li>• Strong communication both written and verbal and excellent interpersonal skills.</li> <li>• Ability to build effective relationships with stakeholders.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Excellent customer service philosophy.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Able to work under pressure and cope with change and conflicting priorities.</li> <li>• Willingness to travel across our region.</li> <li>• Seeks continuous improvement.</li> <li>• Engaging personality who demonstrates a friendly, constructive, solution focussed approach.</li> </ul>	

## Application and recruitment process

<b>Closing date</b>	TBC
<b>Interview</b>	TBC
<b>Start date</b>	The post is available immediately, on a full-time permanent basis.
<b>Referees</b>	The successful candidate 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. If this employer is not another care provider or similar, then we may an additional care-based reference depending upon experience.
<b>Proof of qualifications</b>	The person specification for this post lists qualifications that are essential and/or desirable. 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.
<b>Terms and conditions</b>	Full details of the terms and conditions of employment will be made available to the successful candidate.
<b>Annual leave</b>	The successful candidate will be entitled to 20 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
<b>Pension</b>	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
<b>Entitlement to work</b>	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.
<b>Working hours</b>	We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. The successful candidate may be required to work flexibly at evenings and weekends at times, this will be arranged with the line manager
<b>Benefits</b>	Full details of the benefits of employment will made available to the successful candidate.