

Enfield Carers Centre

Job Title: Carers Assessments Officer

Accountable to: Carers Advice and Support Manager

Hours: 35 per week over 5 days.

Purpose of the Post

- To carry out stand -alone assessments for carers using a person-centred approach ensuring that carers needs are identified and recorded accurately throughout the assessment.
- To support carers in seeking outcomes that will maintain or improve wellbeing and that have been identified during the full assessment.
- To provide support, advice, information and opportunities to adult carers who are caring for a relative, friend or neighbour who has an illness or disability.
- To liaise with other organisations that may be able to provide additional support to carers including Health, Social Services and other Voluntary Organisations.

Key duties and responsibilities:

- To adopt an enabling, holistic and flexible approach to assessing the needs of carers and adults with care and support needs.
- To provide intensive screening and complete assessments for carers of people with multiple needs, often across a range of disciplines (e.g. rehabilitation, benefits, mental health and equipment), using essential skills and detailed knowledge of current policies, procedures and government legislation regarding service delivery including the prevention and personalisation agenda.
- To use a range of skills [investigative, problem-solving, advocacy] and to deal sensitively with any contact outside of the eligibility criteria to sign - post to alternative providers/services under a level of supervision.
- To use essential skills to prioritise, calculate risk factors and respond to situations in an emergency, under close supervision.
- Develop and implement support plans for carers with a range of needs.
- Under minimal supervision, ensure referrals to other teams/services encompasses information relevant to the appropriate service area that may

have a significant impact on the service user and/or carer.

- Following assessment, recording details on to an encrypted local authority database to document identified needs, and then support planning; using this software to establish and indicative budget.
- Undertake a basic financial assessment where it is identified that the carer may be eligible for a statutory service.
- Have an awareness of issues in relation to the Safeguarding of Adults and Children and to identify any cases or issues under a level of supervision.
- Have awareness of and commitment to adhere to General Data Protection Regulations and the organisation's confidentiality and data protection policies at all times
- Liaise with the Council's Health and Social Care Teams to ensure capacity for new referrals is understood
- Offer the Carer a choice in how they would like their Carer Assessment completed, (self-assessment, telephone assessment, or face to face), assessments are currently being conducted via telephone, this will be subject to change, when it is considered safe and appropriate; in consideration of the recent Covid pandemic.
- Act as intermediary for Carers as required (whilst encouraging Carer independency whenever possible)
- Make referrals to appropriate services within ECC and other support organisations/departments.
- Maintain accurate, timely and detailed records of all support work undertaken for monitoring and review purposes.
- Attend regular staff meetings to share good practice and ensure your own support needs are met
- Attend regular one to one line management meetings
- Provide regular reporting and monitoring e.g quarterly monitoring reports and other quantitative and qualitative data.
- Identify complex needs based on the assessment criteria and refer to Health and Social Care teams when appropriate.

Additional Occasional Responsibilities

- Identify 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 Enfield Carers Centre and Enfield Council in a positive manner and to raise awareness of carers' needs

General Requirements

- Adhere to and uphold the organisation's mission, vision, values, strategic aims and policies
- Understand the personalisation agenda and put person centred planning at the forefront of any interaction with carers
- Demonstrate resilience and adaptability in accordance with working within a rapidly changing environment
- 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

Person Specification: Carer Assessment Officer

		Essential	Desirable
Qualifications	Five GCSE grades C+ above including maths and English	Yes	
	Professional qualification in social care, health or counseling		Yes
Knowledge & Abilities	Understanding of Carers' needs and issues	Yes	
	Strong understanding of personalisation and person centred planning	Yes	
	Ability to demonstrate adaptability within a rapidly changing environment	Yes	
	Understanding of promoting wellbeing and enabling carers to meet outcomes	Yes	

	Working with voluntary and/or statutory agencies	Yes	
	Working in a busy office environment	Yes	
	Ability to work with a wide range of people including people with mental health issues, substance misuse issues and people from vulnerable groups.	Yes	
	Ability to prioritise work and deal with competing demands	Yes	
	Ability to work flexibly as part of a team	Yes	
	Ability to work independently	Yes	
	Ability to follow processes and record data	Yes	
	Ability to work effectively and efficiently under pressure	Yes	
	Dealing with confidential issues	Yes	
	Ability to maintain professional boundaries	Yes	
	Working in and with multi-disciplinary teams		Yes
	Knowledge of Health and Social Care service provision		Yes
	Knowledge of Government legislation relating to Carers	Yes	
Interpersonal Skills	Excellent verbal & written communication skills	Yes	
	Excellent listening skills	Yes	
	Empathetic and trustworthy, good at building relationships	Yes	
	Warm telephone manner	Yes	
	Ability to communicate with the public and professionals	Yes	
	Computer literate – working knowledge of Office, databases etc.	Yes	
Technical Skills	Full clean driving licence	Yes	
	Commitment to high quality Carer focused services	Yes	

Qualities	Commitment to equality of opportunity	Yes	
	Organised approach to work	Yes	
	Attention to detail	Yes	
	Enthusiasm and good sense of humour	Yes	
	Able and willing to work flexibly	Yes	
Other	Able to work the occasional evening / weekend	Yes	
	Have daily access to car and be able to drive	Yes	