

Job Title: Day Opportunities Trusted Assessor

Grade: Band C

Reports to: Lead Trusted Assessor

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong commercial awareness and the ability to deliver a customer centric service.

This role is to facilitate service user choice and empowerment through promoting independence as far as possible, using knowledge and skills to promote quality of life, through the application of the principles of the personalisation agenda, such as support planning and risk management.

Job purpose

To assess and undertake reviews of service users' level of support and service provision and arrange for a change of services as necessary.

To pro-actively liaise with our integrated team of health and social care workers, as well as other external health professionals, to maximise the support available to the individual.

To maximise independence and achieve customer defined outcomes/ goals within defined time periods, closing cases at the appropriate time and completing onward referral to appropriate services if required.

To be the main point of contact for customer and families throughout the assessment process.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Role Specific Accountabilities

- Carry out initial assessments, outcome focused support planning and subsequent customer reviews in variety of settings, including customer homes, ECL buildings, hospitals, and community settings both in person and via the telephone.
- Responsible for assessing the customer's health and social care needs including risk assessments and agreeing outcome focussed support plans with the customer, their family and carers, using the 'Good Lives' three conversations approach to support and embed the principles of the 2014 Care Act (Prevent, Reduce and Delay).
- To pro-actively develop and maintain a comprehensive, up to date knowledge of local community resources, assets, and services available, including but not limited to the voluntary sector. This includes networking and developing strong relationships with external parties.
- To assess for, recommend and order equipment, aids, adaptations, and assistive technology appropriate for the customer to help them gain and maintain independence.
- To pro-actively communicate and liaise with the customer, their family and carers, as well as other related parties, including health professionals and Service Placement Team (as appropriate) to ensure all are kept up to date on progress, outcomes and long-term support requirements.
- To interpret complex information and produce high quality documents.
- Monitor the quality and effectiveness of services provided to meet assessed needs of individuals
- Develop and maintain relationships with staff and other professionals including Occupational Therapists, Registered Nurse, Community Nurses and Local GPs to ensure that the outcomes identified within the customer's support plan continue to be met.
- Ensure progression is reviewed with the customer on a regular basis and any proposed changes in service agreed with the customer. Update customer support plans and risk assessments appropriately at time of change.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person specification – Key Skills and Competence

Education and qualification

- Hold or be working towards QCF level 3.
- Approved Assessor 2.
- Assessment of needs, support planning and review processes including Good Lives approach
- Care Act Eligibility Framework
- Person Centred Planning Facilitation

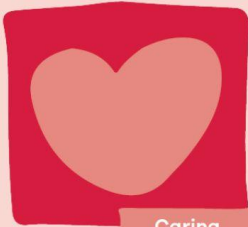
Experience

- Substantial experience of working within a care environment
- Experience with dealing with sensitive data and understanding of Information Governance.
- Experience in or ability to learn and use IT systems used in the service.

Skills

- Computer literate with the ability to use Access
- Strong attention to detail to ensure customer records are accurate and up to date
- Proactive – be able to forge relationships with health and community practitioners as well as finding referrals
- Excellent organisational skills
- Networking and forging relationships to gain a full understanding of the Community and what offerings are available
- Ability to interpret community care assessments into Service User plans.
- Ability to undertake role-based risk assessments.
- Ability to use various communication techniques and work in a person-centred way using the good lives approach
- Intuitive and responsive to change

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right