

Job Title: Sensory Trusted Assessor

Grade: Band C

Reports to: Local Business Manager – Private Customer

Role Responsibilities: No line management or budget responsibilities

The Role

Our vision is to transform lives, empowering independence through care excellence for all.

This role is to carry out initial assessments, outcome focused support planning and subsequent customer reviews in variety of settings, including customer homes both in person and via the telephone.

You will need to gain and maintain a comprehensive knowledge of their service requirements and the specialist sensory services available to them, pro-actively liaising with our integrated Sensory team, health and social care workers, as well as other external health professionals, to maximise the support available to the individual.

The role holder will be the main point of contact for customer and families throughout their Service.

Job purpose

The Trusted Assessor is responsible for assessing and providing the correct level of support for the continuity of care for all our customers. This may include Health appointments, social and leisure pursuits as well as daily living activities. You will work within the team to identify when other ECL Sensory input is required and cross refer to ensure the person has all the support they need to improve their quality of life.

The Trusted Assessor will need to think fast and be a highly effective communicator, intuitive and responsive to changes, informing customers and support staff of changes as they occur, ensuring a smooth delivery of service.

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.

Duties and Responsibilities

- Responsible for introducing the Sensory services to customers and managing expectations regarding service delivery with the customer, family and carers.
- Responsible for assessing the customer's health and social needs, including risk assessments and agreeing outcome focused support plans with the customer and their family and carers.
- Maintaining the Private Sensory Service Waiting List, prioritizing level of need to service demand and reducing the list in line with the service growth.
- Proactively work with the Local Business Manager on recruiting the Communicator Guides for the service, to ensure capacity to meet the waiting list requirements.
- Maintain close communication with the Resource Planner to ensure a smooth service delivery to our customers.
- 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 pro-actively communicate and liaise with the customer, their family and carers, as well as other related parties, including health & social care professionals and Service Placement Team (as appropriate) to ensure all are kept up to date on progress, outcomes and long term support requirements.
- To work with an outcome focused, person centered approach at all times.
- To work to the Safeguarding policy at all times.
- To interpret complex information and produce high quality documents.
- Monitoring the quality and effectiveness of services provided to meet the assessed needs of individuals
- Maintain records and write reports as required in accordance with ECL policy and procedure. Excellent organisational and IT skills are essential to ensure that each customer receives the care and support that they require.
- 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.
- Required to be mobile and work across the Community, Hubs, Acute Hospitals and GP Surgeries, including supporting other geographical regions as and when required.
- Must be able to work flexible hours, including evenings and weekends as necessary.

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 their line manager.

Person Specification

Key Skills and Competence

- Qualification/Experience of assessing within health or social care settings
Substantial experience of working within a care environment
- Computer literate and a good eye for 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
- Experience with dealing with sensitive data and understanding of Information Governance.
- Ability to interpret community care assessments into Service User plans.
- Excellent Communication skills
- Ability to liaise with statutory agencies and voluntary organisations and be able to communicate clearly, precisely and professionally.
- Confident using IT equipment such as computer and smart phone and databases and relevant IT recording systems.
- To work under pressure and to demonstrate the ability to think quickly, soundly and clearly.
- Valid driving licence and car, or access to a car and driver.
- Ability to undertake role based risk assessments

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