

Job Title: Trusted Assessor

Grade: Grade C

Reports to: Local Business manager

Role Responsibilities: Head of Reablement

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all.

This role requires strong commercial awareness and the ability to deliver a customer centric service.

This role is to carry out initial assessments, outcome focussed support planning and subsequent customer reviews both in person and via the telephone.

You will need to gain and maintain a comprehensive knowledge of available local community resources and pro-actively liaise with Occupational Therapists, Social Workers and Health Professionals, to maximise the support available to the individual.

The role holder will also identify and order any appropriate equipment.`

Job purpose

The Trusted Assessor is responsible for assessing and providing the correct level of support for the continuity of care for our customers, you will work within the team to evaluate interventions to identify when clinical input is required e.g. Physiotherapist, Occupational Therapist, Nurse, etc.

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. 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.

Role Specific Accountabilities

- Responsible for introducing all services to customers and managing expectations regarding service delivery with the customer, family and carers.
- 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 assess for, recommend and order equipment, aids, adaptations appropriate for the customer to help them gain and maintain dependence.
- 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 and their family as well as other related parties, including health professionals to ensure all are kept up to date on progress, outcomes and long-term support requirements.
- To work with an outcome focussed, person centred approach at all times in accordance with the Care Act 2015
- To work to the Safeguarding policy at all times.
- To interpret complex information and produce high quality documents.
- To participate and follow specific programmes which have been designed to promote individual customers independence.
- Develop and maintain relationships with staff and other professionals including Occupational Therapists, District Nurses and Local GP's to ensure that the outcomes identified within the customer's support plan continue to be met.
- 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 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.

- Must be able to work flexible hours, including evenings and weekends as necessary.
- Undertake additional responsibilities as reasonably required
- 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.

Key Skills & Qualifications

- Hold or be working towards QCF level 3.
- 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.
- Networking and forging relationships to gain a full understanding of the Community and what offerings are available
- Understands the importance of Health & Safety and has experience with Manual Handling.
- Experience with dealing with sensitive data and understanding of Information Governance.
- Ability to interpret Community Care Assessments into Customer plans.
- Experience in or ability to learn and use IT systems used in the service.
- 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