

Job Title: Trusted Assessor Co-ordinator

Grade: Band D

Reports to: Day Opportunities Improvement & Change Manager

Role Responsibilities: Trusted Assessors

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 line manage all Day Opportunities Trusted Assessors (TA's) and to ensure that the Trusted Assessors deliver high quality assessments and process, ensuring that ECL has a robust approach to review and assessments process.

To engage and run the TA development forum for the Trusted Assessors to share local and national best practice and communicate this effectively with Day Opportunities managers.

The postholder will ensure that assessments and reviews are delivered to the highest quality considering the needs and desires of the individual.

You will need to gain and maintain a comprehensive knowledge of available local community resources and pro-actively liaise with our integrated clinical team and operation management, as well as other external health professionals, to maximize the support available to the Trusted Assessor and Day Opportunities teams.

The postholder will also support the identification of any appropriate equipment.

Understand the needs of your customers and deliver the best possible outcomes through exemplar behaviour in accordance with ECL's Values.

Job purpose

The post holder will be responsible for the operational Leadership and Management of a team of Trusted Assessors.

The Trusted Assessor Co-ordinator is responsible for overseeing the assessment and review of existing and new Day Opportunities customers. Ensuring these are undertaken in line with KPI's and the correct level of support is identified, and outcomes are set in agreement with all parties.

You will monitor and evaluate that a holistic approach to assessment has been implemented and wider multi-disciplinary involvement has been considered, this could include ECL's in house Clinical team, the individual's circle of support and NHS practitioners.

As the manager you will monitor the quality of the assessment and review process carried out by the TA's and highlight any assessments that do not meet standards of good practice.

You will monitor, review and develop the team of Trusted Assessors, be an effective communicator, both intuitive and level-headed as well as methodical when co-ordinating and delivering assessments and reviews.

Work effectively with a wide range of internal stakeholders to ensure the Trusted Assessors undertake their role efficiently and contribute to the smooth running of the Day Opportunities in ECL.

You will be required to work with Essex County Council on statutory social care reviews and support ongoing partnership work with the council and the delivery of the overall LIVE contract.

The Trusted Assessor Co-ordinator role will be required to develop external partnerships and relationships to enhance ECL's business model.

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.
- Responsible for supporting your team in recognizing the need for wider intervention within the assessment, review and planning process to ensure mitigation of risk.

Role Specific Accountabilities

- Responsible for the line management of all Day Opportunities Trusted Assessors ensuring that they deliver high quality assessments and planning, taking into account individuals' needs such as communication preferences and ensuring that ECL has a robust approach to the review and assessment process.
- Ensure the effective allocation of work and tasks to the Trusted Assessors and be responsible for the ongoing monitoring of workload and the effective use of resources.

- To engage and run the TA reflective practice forum for Trusted Assessors to share local and national best practice and communicate this effectively with Day Opportunities managers.
- Convene team meetings on a regular basis which promotes case discussion and professionalism amongst the team.
- Ensuring representation from yourself or other suitable manager to attend any Integrated Hospital Discharge meetings and community MDT meetings to pro-actively identify individuals suitable for services.
- Responsible for monitoring the introduction of all services to customers and ensure management of expectations regarding service delivery with the customer, family and carers through good leadership and support.
- Responsible for the oversight during the assessment of our customer's health and social care needs, including risk assessments and agreeing outcome focused support plans with the customer, their family and carer's, using the 'Good Lives' three conversations approach to support and embed the principles of the 2014 Care Act (Prevent, Reduce and Delay).
- To be market focused and support the team to work collaboratively with partners to ensure recommendations on new and innovative equipment, aids, adaptations and assistive technology appropriate for the customer has been considered as part of the assessment process.
- 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.
- Ensure that the Trusted Assessor team is pro-actively communicating and liaising with ECL customers and their family/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.
- Stay up to date with best practice and monitor and evaluate the effectiveness of current policy, procedures, practice and resources and report deficiencies to Managers.
- To work with an outcome focused, person centred approach at all times in accordance with the Care Act 2014.
- To work to the Safeguarding policy at all times.
- To interpret complex information and produce high quality documents.
- To develop and lead on the implementation of specific programmes which have been designed to promote individual service users' independence.

- To establish, develop and maintain productive relationships through liaison and joint working with other agencies, organisations, groups and individuals within the team's remit.
- Maintain records and databases ensuring these effectively manage key performance indicators and that the systems support a smooth delivery of assessments and reviews.
- Write reports as required in accordance with ECL policy and procedure and chair meetings as required.
- Providing up to date intelligence on the team, reviews and assessments.
- Lead on the gathering of information for customers to support on-going care needs in accordance with ECC Fair access to care criteria. To make support planning recommendations to ECC and partner organisations.
- 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.
- Be responsible for the management of and planned supervision of staff, providing consistent advice, support and guidance.
- Motivate and develop staff, planning and service development.

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, qualifications, and training

- Diploma or Degree in Social Work, CQSW, CSS or management qualification.

Skills and experience

- Previous experience of direct line management and or a qualification in leadership and Management.
- Demonstrate ability in the application of social work knowledge, using emotional intelligence, analytical skills and act with confidence in challenging social and family situations.
- A good working knowledge and ability to use information technology and related systems e.g., Word, case recording systems.
- Substantial experience of working within a care environment
- The ability to work effectively with people from diverse backgrounds, possessing a non-judgmental attitude and appreciation for diversity.
- 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 practitioner as well as finding referrals
- 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 Service User plans.
- Experience in or ability to learn and use IT systems used in the service.
- Ability to undertake role-based risk assessments.

Values and behaviours

- Ability to demonstrate, understand and apply our values (see below) and be able to evidence these attitudes and behaviours as part of the application process

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