

Job Title: Trusted Assessor

Grade: Grade C

Reports to: Registered Manager or nominee

Role Responsibilities: Budget £0 FTE 0

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 carry out initial assessments, outcome focussed 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.

You will need to gain and maintain a comprehensive knowledge of available local community resources and 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. The role holder will be the main point of contact for customer and families throughout the process.

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 all 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. There could be a requirement within the role to attend or be based within an Acute Hospital or GP environment.

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

- Attending Integrated Hospital Discharge meetings and community MDT meetings to pro-actively identify individuals suitable for services. This could also include arranging any practical needs to ensure the individual can return home safely from hospital.
- 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 and assistive technology appropriate for the customer to help them gain and maintain independence.
- 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 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 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 service users independence.
- Monitoring 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 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 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.
- Have the skills to gather 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

Key Skills and Competence

- Hold or be working towards QCF level 3.
- Approved Assessor 2.
- 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
- 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 Aspire values (see below) and be able to evidence these attitudes and behaviours as part of the application process

ECL's Values

Caring – supporting others with care, compassion, and positive engagement

Excellence – working efficiently and innovatively to achieve excellence



Integrity – being open and having the courage to do what is right.

Teamwork – working together to achieve our common goals