# CARERS SUPPORT CENTRE

# JOB DESCRIPTION

Job title: Getting Help and Connected Assessment Worker

**Responsible to:** Senior Carers Support Officer

**Hours:** Full time 37.5 hours per week

**Salary:** £20,016- £21,955 (dependant on experience)

## Place of work: Carers Support Centre, Gill Avenue, Fishponds, Bristol, and other locations, as required

**Aims of the post**

**To:**

* carry out Getting Help & Connected assessments with carers on behalf of South Gloucestershire council.
* signpost carers to a wide range of information, advice, practical and emotional support.

**Main tasks**

**To:**

* support carers to complete a ‘Getting Help and Connected’assessment,making them aware of their rights and exploring opportunities for carers to make best use of available support.
* provide appointments in a range of locations and medium.
* ensure that carers are provided with follow-up information and appropriate referrals are made.
* ensure that assessments are processed and forwarded to South Gloucestershire council within agreed timescales.
* publicise, promote and contribute to the development of Getting Help & Connected project, in conjunction with the Senior Carers Support Officer.
* maintain appropriate records of all work undertaken, monitor and evaluate all aspects of work, and produce reports as required.

**General**

**To:**

* ensure that all work is carried out in accordance with Carers Support Centre’s policies and procedures
* undertake any other duties commensurate with the grading of the post, as agreed with the line manager
* represent and promote the work of Carers Support Centre.

**PERSON SPECIFICATION**

## Experience/Knowledge

* Two years experience of working with assessment processes involving the provision of information and support.
* Experience of working with individuals needing emotional and practical support
* Experience of partnership working
* Knowledge of the needs and issues for carers
* Knowledge of carers assessments and their outcomes
* Knowledge of local services and demographic

### Skills

* Excellent listening, written and verbal communication skills
* Computer literacy and ability to self serve in administrative tasks

### Attributes

* Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
* Ability to work as part of a team
* Dynamic, creative, responsive and open to exploring new ways of working
* Ability to establish good working relationships with staff, volunteers, carers, external agencies and organisations

**Other**

# A commitment to, and an ability to work in accordance with Diversity and Equal Opportunities Policies

* Ability to effectively fulfil the travel requirements of the post