



Carers Support Merton (CSM)

Carers Hub Intake and Assessment Worker Job Description

Carers Support Merton Mission:

Carers Support Merton (CSM) values and listens to unpaid carers of all ages from our diverse community and provides high quality services and advice.

CSM Vision:

We want unpaid carers of all ages to have real choices to improve their quality of life and to receive the respect, support and recognition that they deserve.

Salary £25,844.00 pro rata

Holiday Entitlement 25 days per annum pro rata

Hours of Work 18 hours per week (3 or 4 days per week)

Accountable to Operations Manager

Location This post is currently located at Carers Support Merton offices in the London Borough of Merton

Job Purpose

Delivering a telephone Duty Service across three or four days of the week for CSM's Carers Hub, which operates in partnership with London Borough of Merton, you will often be the first point of contact for carers and referring agencies.

This role will provide crucial early response, triage and initial assessment for carers, to the level that is *appropriate and proportionate* to their needs (Care Act 2014). You will assess, signpost or refer carers for services according to their level of Care Act *eligibility* and, where face-to-face assessment or a Support Plan is indicated, refer them to CSM Carers Hub assessors. Working within a busy team you will liaise with all colleagues and external agencies as part of a co-ordinated response to carers' support needs.

- Receive carer referrals and self-referrals within the adult Carers' Hub service
- Make contact with carers by telephone to offer triage and initial assessment
- Maintain contact as necessary with referring agencies
- Liaise with CSM Carers Needs Assessors to refer carers for full statutory Carers Assessment where appropriate
- Liaise with CSM Carer Engagement workers to refer carers for support services relevant to their needs
- Make decisions concerning risk to carers and their families, implementing safeguarding procedures where necessary
- Maintain up-to-date and accurate records using CSM database and other relevant systems

Person Specification

Carer/Community Care Experience	Essential	Desirable
2 years experience, voluntary or paid, of working with disadvantaged families	✓	
Understanding of being a Carer	✓	
Specific Experience or Skill		
Experience of managing your own caseload	✓	
Experience of providing advocacy	✓	
Experience of assessing client or carer needs	✓	
Experience of providing information and support	✓	
Experience of providing emotional support	✓	
Knowledge of Benefits/Welfare Rights/Personalisation/Care Act 2014	✓	
An understanding of safeguarding children and vulnerable adults	✓	
A broad knowledge of services available to carers and their families		✓
Excellent IT skills particularly Microsoft Word. Experience of Access & Excel or ability to learn.	✓	
Personal Skills or Abilities		
Self-motivated and a willingness to get involved	✓	
Proven organisational and administrative skills	✓	
Willing to work within a developing role and organisation	✓	
Willing to work as part of a small team	✓	
Ability to prioritise competing deadlines and multi-task	✓	
Creative and good at problem solving	✓	
Reliable and good time-keeping	✓	
Communication Skills	✓	
Good written and verbal skills	✓	
Ability to relate empathically and elicit essential information without visual contact	✓	
Ability to communicate well with a wide range of people	✓	
Education	✓	
Be willing to undergo further training or attain qualifications as required	✓	