



Carers Support Merton (CSM)

Carers Needs Assessor

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 27,590.00 pro rata

Holiday Entitlement 25 days per annum pro rata

Hours of Work 35 hours 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

To ensure that all adult unpaid carers have access to a wide range of advice, information and support services and are offered the level of support appropriate to their individual needs throughout their caring journey.

Role Description

- Be the first point of contact for unpaid carers by providing key information and advice to all carers making direct enquiries by telephone or email.
- Provide telephone and/or face to face support for carers following referrals.
- Carry out an initial assessment to ascertain financial, emotional or other support needs of the carer.
- Offer access to and carry out appropriate and proportionate statutory Carers Assessments for carers with physical, cognitive and sensory disabilities in compliance with the Care Act 2014
- Following the Carers Assessment develop an individual support plan in cooperation with the carer which may include:
 - Support with accessing appropriate Welfare Benefits and grants
 - Provide referral or signposting to other voluntary or statutory agencies that offer services the carer could benefit from
 - Provide information, referrals or signposting to help meet identified training or social and recreational needs
 - Provide information and advice about aids and adaptations that may help with the caring role
 - Make internal referrals to services within the Adult Carers Team to meet needs arising from the Carers Assessment
- Carry out a Carers Assessment Review where appropriate
- Empower carers to articulate their own needs and encourage involvement in representing these needs in various forums
- Facilitate the carers' involvement with peer support groups or other groups providing activities or training
- Work directly with the Adult Carers Team to ensure that all appropriate internal services are provided for the maximum benefit of the carer
- Follow all Carers Support Merton's Adult Safeguarding policies and practices as well as Child Protection policies
- Work and liaise with statutory and voluntary agencies, and health and social care professionals in support of the carers' health and well-being
- Develop, organise and/or facilitate training and workshops for carers

- To monitor interventions and keep accurate records by following the database requirements for record keeping and reporting/monitoring purposes
- To keep case notes on carers and their families confidentially, including those forwarded by other services and referring agencies.
- To undertake training requirements to ensure up to date knowledge relevant to the role
- To be a representative for carers issues and to use your knowledge of carers needs as appropriate in a variety of professional settings and to raise awareness as appropriate
- To work with the whole team to promote the marketing of Carers Support Merton's services and to undertake any tasks required to raise awareness of the services offered e.g. attendance at open events, giving talks to promote the organisation, looking after information stands during Carers Week
- To attend and contribute to all team meetings
- To attend and actively participate in regular supervision and appraisal meetings
- To undertake any other duties as may be required by the Chief Executive and which are commensurate with the general role
- To abide by the policies and procedures of Carers Support Merton at all times

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	✓	
Experience of facilitating groups, delivering presentations and/or training		✓
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	✓	
Proven ability to work and act on own initiative	✓	
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	✓	
Good listening skills and empathy	✓	
Ability to communicate well with a wide range of people	✓	
Experience of working with people from a minority ethnic background	✓	
Education	✓	
Be willing to undergo further training or attain qualifications as required	✓	
Relevant qualification – e.g. Social work, IAG, Health and Social Care or other similar	✓	