

# Job Description and Person Specification

**JOB TITLE:** Assessment & Reviewing Officer

**EMPLOYMENT STATUS:** Permanent

**RESPONSIBLE TO:** Coordinator for Family Wellbeing Service

**SALARY:** £12 p/h

**HOURS:** 16 Hours per week (10am-2pm, Mon/Tue/Thur & Fri)

**WHERE:** Head Office (B32 3BZ) with outreach across Birmingham

	CRITERIA	EVIDENCE
<b>Knowledge/ Experience and Skills</b>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Previous experience of working in a social care setting or similar e.g. health or education settings.</li> <li>• Have a sound understanding of person-centered assessment and planning tools.</li> </ul> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Must have basic administrative skills and be able to:               <ul style="list-style-type: none"> <li>❖ Follow administrative procedures.</li> <li>❖ Demonstrate good written skills and be able to complete coherent reports.</li> <li>❖ Strong Use of Microsoft 365 and Database Systems</li> </ul> </li> <li>• Must be able to demonstrate understanding of working with diverse communities.</li> <li>• Must have organising skills and be able to:               <ul style="list-style-type: none"> <li>❖ Plan and prioritise work.</li> <li>❖ Attend and contribute at meetings and groups.</li> <li>❖ Facilitate discussion at meetings and groups.</li> </ul> </li> <li>• Must be able to demonstrate capacity to deal with a range of people in local communities and across levels of public services, and to work with discretion, integrity and with complete confidentiality.</li> <li>• Must be able to work in dynamic and changing circumstances.</li> <li>• Must be able to get on with people, and to work independently as well as in a team.</li> <li>• Be able to demonstrate knowledge and understanding of the issues faced by disabled people and their family carers.</li> <li>• Be experienced in the provision of Information, Advice &amp; Guidance</li> </ul>	<p>Application Form and Interview.</p>

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<b>People &amp; Contacts</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to act diplomatically and to use a range of communication skills to work sensitively with citizens, their families and staff from other agencies.</li> <li>• Ability to work reliably and responsibly as a member of a team with internal and external colleagues to achieve service outcomes.</li> </ul>	Application Form and Interview.
<b>Job Impact</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Determination to seek to improve quality of performance.</li> <li>• Ability to deliver support to individuals from diverse communities.</li> <li>• Ability to demonstrate personal values in line with organisational Mission Statement inc. Vision, Mission &amp; Three Core Offers.</li> </ul>	Application Form and Interview.
<b>Creativity &amp; Innovation</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to provide consistent information to support management.</li> <li>• Ability to plan, organise and manage activities in a logical and consistent manner, using appropriate information systems and tools e.g. work schedules and charts.</li> </ul>	Application Form and Interview.
<b>Independence &amp; Judgement</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to work independently and use initiative.</li> <li>• Ability to recognise boundaries.</li> <li>• Ability to accept responsibility for meeting service users' needs, demonstrating flexibility and pride in delivering work of the highest quality, working to deadlines and under pressure.</li> </ul>	
<b>Other Requirements</b>	<b>All staff employed by Midland Mencap will:</b> <ul style="list-style-type: none"> <li>• Recognise their duty of care to all work-related citizens and the wider public.</li> <li>• Agree with the organisation's values and ensure that they are always complied with.</li> <li>• Demonstrate understanding and belief in Midland Mencap's values.</li> <li>• To always uphold the principals of safeguarding.</li> <li>• Have enhanced level clearance from DBS.</li> <li>• Be available for occasional evenings and weekend work.</li> <li>• Full UK Drivers Licence.</li> </ul>	Application Form and Interview.

## Who We Look for?

Are you a **warm, personable**, and highly **motivated** individual who can empower the people you support?

Do you have **passion** for what you do, are a strong **communicator** and have good **problem-solving** skills?

The Assessment & Reviewing Officer will work alongside an experienced and established team in Birmingham. We place a high value upon **integrity, ethical standards**, and a commitment to **excellence**.

If you have experience working with unpaid carers and families with children, young people, or adults with illness or disabilities, that's a bonus. But don't be put off if not. We value transferable **skills** from other sectors and provide comprehensive training to all our staff.



## What does an Assessment & Reviewing Officer do?

Midland Mencap is looking to appoint an Assessment & Reviewing Officer who will work alongside colleagues in our Family Wellbeing Service, to turn our vision and mission into a reality.

Identifying and supporting families, or people who provide unpaid care, to people with disabilities and illnesses, they will need to work with a wide range of partners and stakeholders, both internally and externally, to assess and review the wellbeing of unpaid carers, by conducting Statutory Carers Assessments & Wellbeing Assessments, along with the provision of quality information, advice and guidance, which identifies a wide range of engaging outcomes, leading to improved wellbeing.

They will be experienced with engaging with our cities rich cultural diversity and identifying individual and community asset-based strengths.

Our Assessment & Reviewing Officer will work within a rota system, to ensure we are able to meet the demands of a busy service. As an Assessment & Reviewing Officer, they will provide frontline support to unpaid carers and work with volunteers to maximise our reach.

As part of the Family Carers Wellbeing team, working with the Birmingham Carers Hub, the Assessment & Reviewing Officer will embrace person centred and user led approaches, with citizen consultation and co-production at the heart of the role.

They will also support the marketing and promotion of the service and Birmingham Carers Hub offer to unpaid carers and potential referral agencies, in both the statutory & voluntary sectors.

They will participate in regular reviews of the activities and case work they facilitate and contribute to and ensure good quality risk assessments and person-centred wellbeing plans are in place to support the needs of unpaid carers engaging with the service.

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They will understand the barriers facing unpaid carers, providing unpaid care to children or adults with disabilities and/or illnesses, especially those from hard-to-reach backgrounds.

They will be expected to uphold the highest standards and the ideal Assessment & Reviewing Officer will be able to work well within an established and experienced team, as well as using their own initiative when communicating with staff, unpaid carers and professionals.

They will be able to build and maintain good working relationships with multiple agencies, such as social workers and teachers. They will be organised in planning and managing their working schedules and working towards our referrals and assessment processes and KPI's.

They will be able to identify and act upon any safeguarding issues in relation to multi-agency guidelines, ensuring compliance in relation to the guidelines as well as maintaining all reports and records in a confidential and timely manner, in line with Midland Mencap's policies and procedures, in line with GDPR and Safeguarding aspects.

They must be enthusiastic, have high motivation and have a willingness to try new things alongside being able to adapt to the needs of Midland Mencap and our partners.