

Job Description and Person Specification

JOB TITLE: Assessment & Reviewing Officer (Birmingham Carers Hub)

EMPLOYMENT STATUS: Permanent

RESPONSIBLE TO: Coordinator for Family Wellbeing Service

SALARY: £12.60 p/h

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

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

	CRITERIA	EVIDENCE
Knowledge/ Experience and Skills	<p>Desirable:</p> <ul style="list-style-type: none"> • Work/Lived Experience <ul style="list-style-type: none"> ○ Experience working in a social care, health, or education setting. ○ Lived experience as a parent-care of a disabled child, or other type of unpaid carers role. <p>Essential:</p> <ul style="list-style-type: none"> • Administrative Skills: <ul style="list-style-type: none"> ○ Ability to follow set administrative procedures. ○ Good written and spoken communication skills. ○ Ability to use Microsoft 365 Apps like Outlook, Word, XL, PowerPoint, OneDrive, SharePoint, & Teams ○ Ability to use IT Case Management Systems • Working with Diverse Communities: <ul style="list-style-type: none"> ○ Understanding and awareness of working with people from a range of cultural and community backgrounds. • Organisational Skills: <ul style="list-style-type: none"> ○ Ability to plan and prioritise workload effectively. ○ Confidence in attending, contributing to, and facilitating meetings and group discussions. • Interpersonal Skills: <ul style="list-style-type: none"> ○ Able to work respectfully with people across local communities and various public services. ○ Maintains discretion, integrity, and confidentiality at all times. ○ Works well both independently and as part of a team. 	Application Form and Interview

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	<ul style="list-style-type: none"> • Adaptability: <ul style="list-style-type: none"> ○ Comfortable working in • Awareness of Disability and Carer Issues: <ul style="list-style-type: none"> ○ Knowledge and understanding of the challenges faced by disabled people and their family/unpaid carers. • Safeguarding <ul style="list-style-type: none"> ○ Commitment to safeguarding and promoting the welfare of vulnerable individuals. • Co-production <ul style="list-style-type: none"> ○ Understanding of (or a commitment to learn) co-production, person-centered and strength-based approaches. 	
People & Contacts	<p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of local services, organisations, and networks in Sandwell. • Fluency in a second spoken language. <p>Essential:</p> <ul style="list-style-type: none"> • Experience in community engagement or outreach. • Confidence in engaging with people from diverse communities, faiths, and cultural backgrounds. • Ability to communicate diplomatically and sensitively with individuals, families, and professionals from other agencies. • A reliable and responsible team player, able to work collaboratively with both internal colleagues and external partners to achieve shared outcomes. 	Application Form and Interview
Job Impact	<p>Essential:</p> <ul style="list-style-type: none"> • A drive to continuously improve performance and service quality. • The ability to deliver support which meets the needs of individuals from diverse communities. • Commitment to upholding Midland Mencap's values, including its Vision, Mission, and Three Core Offers. 	Application Form and Interview

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	<ul style="list-style-type: none"> • Passionate about equality and inclusion. 	
Creativity & Innovation	Essential: <ul style="list-style-type: none"> • Able to provide accurate and consistent information to support service delivery and management decisions. • Able to plan, organise, and manage activities using appropriate tools/resources. • Skilled in facilitating group sessions, workshops, or peer support forums. • Flexible and responsive to changing needs. 	Application Form and Interview
Independence & Judgement	Essential: <ul style="list-style-type: none"> • Confident working independently and using initiative. • Able to recognise personal and professional boundaries. • Willing to take responsibility for meeting service user needs, demonstrating flexibility, pride in work, and ability to meet deadlines—even under pressure. • Inclusive and respectful of others' backgrounds and experiences. 	Application Form and Interview
Other Requirements	All staff employed by Midland Mencap are expected to: <ul style="list-style-type: none"> • Recognise and uphold their duty of care to all citizens and the wider public. • Embrace Midland Mencap's values at all times. • Demonstrate a clear understanding and belief in the organisation's mission and values. • Commit to the principles of safeguarding. • Hold an enhanced Disclosure and Barring Service (DBS) clearance. • Be available to work occasionally in the evenings and weekends. • To undertake such other duties, training and/or hours of work as may be reasonably required which are consistent with the general level of responsibility for this job role. • Travel across Birmingham is essential; access to a car and full UK driving license is essential. 	Application Form and Interview

Who We Look for?

Are you **passionate** about working alongside individuals, families, and communities to make a meaningful difference? Do you thrive in a role that balances independent responsibility with strong team collaboration? If so, we'd love to work with you.

Midland Mencap is looking for a **committed** and **enthusiastic** 'Assessment & Reviewing Officer' to help bring the vision of the Birmingham Carers Hub to life. This is a dynamic role where you'll take ownership of your work while being supported by a close-knit, experienced team, your line manager, and the people we serve.



You will:

- Be motivated by making a difference in people's lives.
- Bring experience in supporting people in community settings, especially in diverse and underrepresented communities.
- Understand the unique challenges faced by Unpaid Carers and be ready to listen and act as needed and appropriate.
- Communicate confidently with Carers, colleagues, professionals (such as social workers or teachers), and community organisations.
- Be organised, adaptable, and resilient in a role that blends emotional intelligence with practical action.
- Have a proactive approach to safeguarding, confidentiality and compliance.

Most importantly, you'll share our belief that people with lived experience should shape the services they use, and you'll be excited to work in a co-produced, strengths-based way.

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?

In this vital role, you will be responsible for identifying and supporting families and individuals who provide unpaid care to people with disabilities and illnesses. You will work closely with a diverse range of internal and external partners and stakeholders to carry out **Statutory Carers Assessments** and **Wellbeing Assessments (Plus Assessment Reviews)**, ensuring that carers receive high-quality information, advice, and guidance. These services aim to deliver engaging, meaningful outcomes that enhance carers' overall wellbeing.

Key Responsibilities:

- Conduct **Statutory Carers Assessments** and **Wellbeing Assessments**, using a strengths-based, person-centred approach.
- Provide timely and accurate information, advice, and guidance to unpaid carers to support their individual wellbeing.
- Engage effectively with Birmingham's culturally diverse communities, identifying both individual and community-based assets and strengths.
- Operate within a **rota system** to ensure consistent and responsive frontline service delivery.
- Collaborate with and support volunteers to extend the reach and impact of the service.
- Promote person-centred, user-led approaches including **citizen consultation** and **co-production**.
- Participate in the **marketing and promotion** of the Birmingham Carers Hub and wider service offers to unpaid carers and referral partners across the statutory and voluntary sectors.
- Maintain up-to-date, person-centred **wellbeing plans** and undertake high-quality risk assessments tailored to the needs of unpaid carers.
- Regularly review activities and casework to ensure effectiveness and continuous improvement.
- Recognise and understand the specific barriers faced by unpaid carers—particularly those from **underrepresented or hard-to-reach communities**—who support children or adults with disabilities and/or illnesses.
- Build and sustain strong working relationships with professionals such as **social workers, healthcare providers, and educators**.
- Work independently and collaboratively, demonstrating initiative and excellent communication skills in interactions with unpaid carers, colleagues, and stakeholders.
- Effectively plan and manage workloads to meet referral, assessment, and **KPI targets**.

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- Identify and act upon **safeguarding concerns** in accordance with multi-agency guidelines, ensuring compliance with Midland Mencap's policies, GDPR, and safeguarding protocols.
- Maintain accurate, confidential records and reports in a timely and professional manner.

The successful candidate will have a strong commitment to supporting unpaid carers, excellent interpersonal and organisational skills, and experience working in culturally diverse communities. You should be comfortable working both independently and as part of a well-established team, with the ability to balance multiple priorities while maintaining a person-centred approach at all times

About Midland Mencap & Birmingham Carers Hub

Midland Mencap is a leading West Midlands charity supporting people with learning disabilities, autism, and other long-term conditions—as well as their families and unpaid carers. We work to empower individuals of all ages and abilities, promote inclusion, and improve quality of life.

Birmingham Carers Hub is a partnership led by **Forward Carers** who have been empowering unpaid Carers to live fulfilling lives since 2014 and delivered locally by organisations including **Midland Mencap**. Birmingham Carers Hub is commissioned by **Birmingham City Council** and is part of a wider mission to build Carer Friendly Communities—places where unpaid carers are recognised, supported, and able to thrive in all areas of life.

Within the Birmingham Carers Hub, **Midland Mencap plays a key role** by:

- Supporting **Parent-Carers** of disabled children and young people including Well-being Assessments.
- Delivering **Statutory Carers Assessments** for unpaid carers of adults.

Together, we aim to ensure that carers receive the recognition, support, and services they need to live fulfilled and balanced lives.