

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>JOB TITLE:</b>	<b>Carers Emergency Response Service - CERS Officer</b>
<b>EMPLOYMENT STATUS:</b>	<b>37 hour contract</b>
<b>RESPONSIBLE TO:</b>	<b>CERS Manager</b>
<b>SALARY/RATE:</b>	<b>£8.25 per hour</b>

### Person Specification

	CRITERIA	EVIDENCE
<b>EXPERIENCE</b>	<b>Desirable:-</b>  Practical experience in the delivery of personal care.	Application & Interview
<b>SKILLS AND ABILITY</b>	<b>Essential:-</b>  Verbal and written communication. Organisational skills including record keeping. Able to work by yourself and within a team environment. Able to provide sensitive and appropriate personal care to men, women and children. Having an awareness, understanding and willingness to meet the needs of people from different religious and cultural backgrounds. Be able to provide a service in a non-judgemental way to all citizens. Basic experience in the use of computers	Application & Interview
<b>TRAINING</b>	<b>Essential:-</b>  Willingness to undergo training.	Application & Interview
<b>EDUCATION/ QUALIFICATIONS</b>	Current Drivers Licence is essential with the use of own vehicle (to including Business Use Cover on Motor Insurance Policy).	

## **Job Purpose:**

- The CERS Officer is accountable for the provision of emergency respite services as required by the clients of CERS.

## **Duties and Responsibilities:**

- Provision of emergency respite services
  - Being available to respond to emergency situations as required by the CERS service.
  - Respond to emergency call outs in a manner consistent with Midland Mencap's policies and procedures.
  - Ensure that the emergency support needs as required by the client are met in line with their Care & Support Plan and Risk Assessments.
  - Maintain contact with the relevant On-Call Service to report any concerns.
  - Receive emergency calls.
  - Attend to the client's emergency needs in a timely manner.
  - Completion of initial assessments as well as ongoing completion and review of care and support plans and associated risk assessments.
- In fulfilling the above duties, the CERS Officer will
  - Ensure compliance with all Midland Mencap policies and procedures as they relate to the provision of domiciliary care services.
  - Complete all documentation as required.
  - Ensure that timely and accurate reports on client services are provided as required by management.
  - Behave in all matters in a way that reflects the attitude, values and objectives of Midland Mencap.
  - Attend staff meetings, staff training and relevant staff appraisal sessions.
  - Strictly maintain the confidentiality of Midland Mencap clients.
  - Deal with telephone enquiries.
  - Need basic experience in the use of computers and IT equipment.

## **HEALTH & SAFETY:**

- Ensure the Health & Safety requirements of the organisation and relevant legislation are met.
- Use safe working methods to maintain safe working conditions and avoid adverse effects on the health, safety and welfare of others.

**OTHER:**

- Undertake any other duties consistent with the objectives of the post, as required by the Manager.
- Demonstrate and promote Equal Opportunity principles in the work place.
- Never discriminate against a fellow worker or client on the grounds of gender, religion, nationality or sexual orientation.

**SPECIAL CONDITIONS**

- In order to facilitate meeting the needs of the CERS service, which operate 365 days per year, it is an essential requirement of the job that post holders will be required to work outside of normal business hours, on a rota basis. This will include evenings, weekends and Bank Holidays to coincide with client's needs.
- On shifts, to work under the direction of the Senior CERS Officer and to accommodate any reasonable request related to the amenity and security of the client.
- CERS Officers will need to provide their own reliable transport to get to shifts.
- CERS Officers will need to be contactable on their own phone number.
- CERS Officers will not, under any circumstances, drink any kind of alcohol nor take any kind of illegal drugs whilst working on a shift. Nor will a CERS Officer attend a shift whilst intoxicated, being over the legal limit or affected by illicit substances.
- CERS Officers will not leave a client unattended for any reason whilst on a shift unless requested to do so by the CERS Manager/On-Call.
- CERS Officers are required to undertake relevant training.
- Observance of Midland Mencap's Equal Opportunities Policy will be required.
- CERS Officers, whilst attending a shift, will not smoke.
- This job is exempt from the Rehabilitation of Offenders Act.
- The post holder will be subject to an Enhanced Disclosure with the Criminal Records Bureau and POCA and POVA check. The successful applicant will be responsible for the cost of the Enhanced Disclosure.

Signed.....

Dated.....