



Title:	Cares Hub Triage/Assessment Worker
Salary:	Band 1b £22,565 (pro rata) increasing to £23,080 (pro rata) following 6 months probation period
Hours:	30 hrs per week
Base:	Carers Federation, Christopher Cargill House, 21 – 23 Pelham Road, Nottingham, NG5 1AP
Accountable to:	Carers Hub Service Manager
Reference:	AC/HQ/TAW

Carers Federation Ltd is a national charity and company limited by guarantee established in 1992 to empower and support carers, the people for whom they care and the wider community. The charity is managed by a Board of Trustees elected by our membership.

The Carers Federation has successfully been awarded a 4-year contract by Nottinghamshire County Council and Nottingham City Council to deliver a carers support service across the whole region. The successful applicant will be part of the dynamic and passionate Carers Hub Service and will provide a strength-based triage process to all carers wanting to access the service.

Job Role:

We are looking for an individual who is experienced in undertaking robust, quality assessments as part of a triage process, who is engaging, open to conversation and able to actively listen to ensure carers' stories are captured at initial contact.

The successful applicant will:

- Triage all carers contacting/being referred into The Carer's Hub
- Complete carers assessments/respite referrals depending on the level of need for the carer
- Utilise The Carers Hub tier process to support in identifying the level of need for individual carers (refer to support workers if level 3 support required)
- Ensure all carers are registered with The Carers Hub if requested
- Provide information and practical support to carers
- Demonstrate an understanding of carers' needs
- Show confidence in supporting carers over the telephone and on occasions face to face
- Show confidence with the diverse issues that can affect carers' lives,
- Be transparent, open and honest with internal and external individuals
- Ability to work as a team and share initiatives

- Accurately record notes, both written and on a database
- Have good communication skills and confidence in answering phones
- Good computer skills
- Willingness to learn and progress throughout the role

To be considered for the post, you will need to have well developed listening and communication skills, an understanding of carers' issues, the ability to manage your own workload and be a good team player. Based in Nottingham, the ability to travel across the wider region is an essential aspect of this role.

This post is subject to medical, reference and enhanced DBS checks.

Closing date: Monday 21st October at 12 midday.

Interviews will be held on: Tuesday 5th November.

“Striving to promote equality and diversity throughout our service”

Please apply online at www.carersfederation.co.uk If you require any assistance please e-mail recruitment@carersfederation.co.uk or call recruitment on 0115 962 9363. If you wish to discuss the role please contact Kerry Brealey, The Carers Hub Service Manager: k.brealey@carersfederation.co.uk

Please quote the reference when applying for this role.

Carers Federation operates a smoke free site policy. Smoking is not permitted on any of our premises.

Carers Federation Limited is registered in England as a company limited by guarantee.