CARE NETWORK CAMBRIDGESHIRE
JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DESCRIPTION

Job title:	Help at Home Relief Officer
Hours:	This is a zero hours contract, we anticipate up to 4 or 5 hours a week.
Base Location:	home
Reports to:	Help at Home Line Manager

Summary of main job purpose:	Our Help at Home service coordinates voluntary and statutory partners to make patient discharge from hospital quicker and easier for everyone. We provide support to clients for up to 6 weeks after discharge or referral from the community, ensuring they have the ongoing support they need to maintain independence and, where relevant, to avoid re-admission to hospital Relief workers support the Help at home service, carrying out initial assessments of clients and providing direct support to clients in more complex cases or where a volunteer isn't immediately available. Relief workers are a vital part of our team, they provide support when they are available without the commitment of fixed working hours.

Principal tasks

Role Specific

1. Receive, assess and respond to requests promptly, courteously and effectively.
2. Visit clients in their homes, assess their suitability and need for a Help at Home volunteer, explain the Help at Home service and gain their written consent.
3. Update colleagues on client's situation in order to refer to Care Network's other services or to other statutory and voluntary agencies for on-going support.
4. Provide practical and emotional support to clients whose situation is more complex or where a volunteer is not immediately available.
5. Promote the services of Care Network to interested parties.

General

1. Be aware of and comply with the requirements of Care Network's policies and procedures particularly the Data Security and Protection policy, ensuring confidentiality of information in respect of records maintained and tasks undertaken. Work in accordance with Lone Working and H&S policies at all times.
2. Keep abreast of any local issues, developments or opportunities that could affect Care Network's services and liaise with colleagues accordingly.

3. Carry out any other task requested by the line manager that may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any permanent changes will be incorporated into the job description.

Any special conditions

Hours: You can turn down any offer of work if it is not at a time or place that suits you. Relief staff receive holiday pay proportionate to the hours they have worked during a year and the 25 days per year leave that staffed on fixed hours contracts receive.

DBS: A satisfactory enhanced level Disclosure & Barring Service check.

Driving: You will be required to use your own car for work, and to be insured accordingly. A mileage allowance (45p per mile) will be paid for essential travel in connection with work from your main office.

PERSON SPECIFICATION

JOB TITLE:	**Community Based Client Support Officer** - Cambridge, Hunts, & East Cambs
Qualifications	**Essential criteria** 1. Educated to GCSE Level or above or similar demonstration of ability.
Experience	**Essential criteria** 1. Relevant work experience with older and/or vulnerable people (paid or voluntary).
	Desirable criteria 1. Background in health or care work 2. Life experience with older and/or vulnerable people. 3. Working in an environment dealing with sensitive and confidential information.
Knowledge & Skills	**Essential criteria** 1. Proficient in 'Word', use of email, database entry and browsing the internet
	Desirable criteria 1. Knowledge of issues influencing the voluntary sector, e.g. safeguarding, health & safety, employment, etc. 2. Good social skills in formal and informal settings, maintaining ethical and organisational norms. 3. Experience of working with convalescing, elderly or isolated people
Aptitude & characteristics	**Essential criteria** 1. Ability to work on own initiative, and to organise and prioritise own work. 2. Co-operative attitude to team working. 3. Able to communicate with people from different backgrounds. 4. Friendly approachable manner
	Desirable criteria
Other requirements	**Essential criteria** 1. Able to work flexibly when required, sometimes at short notice 2. Car driver; access to fully taxed and insured vehicle to use for work. 3. Willing to undergo enhanced level DBS check.