

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Care Homes Trusted Assessor	JEID	L0458
Salary Grade:	Grade I		
Team:	Hospital Social Care Team		
Service Area:	Social Care and Support		
Primary Location:	Hospital Teams (George Eliot, Warwick & Rugby St Cross/UHCW)		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leader: Hospital Social Care		
Responsible for:			

#### Role Purpose

The role of a Care Home Trusted Assessor will be pivotal in reducing delayed transfers of care from acute settings in Warwickshire. Working as part of the Hospital Social Care Team, and in close collaboration with multidisciplinary discharge teams and care home providers, the Trusted Assessor will complete an assessment of need on hospital patients deemed fit for discharge into a care home setting.

Ensuring that an adult inpatient experiences a timely transfer from hospital can often be a difficult process. Delayed transfers of care are not only a significant concern for frontline staff, but can also have an adverse effect on patients and the wider system. Delayed transfers of care data is monitored regionally and nationally and performance can have an impact on health and social care funding.

The main responsibilities of this post will be:

- Ensuring patient assessments are completed in a timely fashion and their onward destination arranged and agreed between all relevant parties;
- Negotiating between care home managers and service users to facilitate discharge effectively to the agreed destination;
- Partnership working with health and social care colleagues to maintain effective patient flow through the health and social care system;
- Ongoing relationship development with hospital discharge teams and nursing and residential care home providers to raise the profile of the Trusted Assessor Role;
- Development of the Trusted Assessor pathway and according processes;
- Ongoing development of the Trusted Assessor role, identifying ways that current culture, methodology and processes can be improved;

- Ongoing communications with social care and commissioning colleagues to ensure care home market capacity is utilised in an appropriate and timely fashion, ensuring flow across the system.
- Development of performance reporting regarding completed assessments, transfers to care homes, level of care home engagement etc

## **Role Responsibilities**

### **Main Tasks:**

1. To undertake assessments and reassessments on patients (many of whom will have complex health conditions including dementia) on behalf of Residential and Nursing Care Homes, thereby facilitating a safe and timely discharge from hospital.
2. Following completion of a Trusted Assessment, to make clear and transparent recommendations and proposals along with the Social Worker or Social Care Practitioner as to the future destination of care in the best interest of the patient. This will take into account their physical, psychological, cognitive, perceptual and environmental needs.
3. Use the generic assessment paperwork in order to facilitate a holistic and efficient assessment of service users' needs; doing so in collaboration with care home providers.
4. Build effective and enduring relationships with care home providers in order to embed the Trusted Assessor scheme, and to hold regular monitoring meetings with care home managers in order to evaluate the effectiveness of the service.
5. To raise the profile of the Trusted Assessor scheme throughout nursing and residential care settings in Warwickshire by communicating the benefits of the service.
6. To act as an essential link between all those involved in the discharge process (from care home providers to adult social care staff and hospital staff) to develop relationships and to provide an independent perspective.
7. To evaluate existing process and systems relating to hospital discharge, identify potential sources of delay and develop potential improvements.
8. To identify potential sources of disagreement or conflict related to the completion of an assessment and work sensitively with all concerned (including patients themselves, and their families) to resolve these in the best interest of the patient. Issues to be escalated appropriately when required to efficiently achieve the most effective outcome.
9. Maintain accurate and high-quality records of Trusted Assessments carried out, including outcomes and learning.
10. Maintain client records, including relevant case recording, activities and observations.
11. Develop and gather a range of key performance indicators in order to demonstrate the effectiveness of the Trusted Assessment role. This will include the completion and communication of monitoring reports as required.
12. Demonstrate commitment to developing the service by researching and sharing good practice and liaising with key individuals including comparator authorities.
13. Attend and contribute to any relevant meeting/steering groups related to improving delayed transfers

of care.

14. Any other duties commensurate with the grading and function of the post.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

Level 3 health and social care qualification, or equivalent professional Nursing qualification.	A, D
Experience of working at a senior level in health and/or social care settings.	A, I
Experience of assessing service users' needs within a health and/or social care environment.	A, I
Experience of working with individuals with complex health and social care needs, including long term conditions, complex comorbidities and/or dementia.	A, I
Demonstrable experience of working within multi-disciplinary teams.	A, I
Experience of working in partnership towards shared outcomes.	A, I
Proactive and able to use own initiative.	A, I
Self-motivated and flexible, with the ability to adapt as the role develops and evolves.	A, I, P
Excellent written and verbal communication skills.	A, I, P
Excellent eye for detail and ability to extract, analyse and interpret relevant information from multiple sources, including qualitative and quantitative data.	A, I, P
Experience of resolving conflicts and undertaking challenging conversations while maintaining professionalism.	A, I
Problem solving skills including the ability to work innovatively develop plans and table solutions.	A, I, P
The ability to work in high pressure environments.	A, I
Demonstrable experience of dealing with conflicting demands and priorities from multiple stakeholders.	A, I
Experience of change management including the implementation of new processes and continuously developing them while working with stakeholders.	A, I, P
Ability to independently travel around Warwickshire and holder of a UK clean driver's Licence	A, D
Good working knowledge of CQC Regulated Activities	A, I
Good working knowledge of relevant legislation and guidance- i.e. the Care Act, Delayed Transfers of Care	A, I
Relevant IT skills and the ability to work in a mobile and flexible manner	A, I
Commitment to sensitively maintaining individual's dignity and privacy	A, I
You must be able to provide evidence that you are fully vaccinated against COVID-19	D

### Desirable Criteria

Assessed By:

Good background knowledge relating to the operation of residential and/or nursing	A, I, P
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homes, including relevant contractual arrangements.	
Excellent insight into the current opportunities and challenges faced by the care sector.	A, I
Experience of assessing people's needs specifically from a Hospital setting	A, I
Ability to motivate other professionals and to communicate and sell a new process to be implemented.	A, I
The ability to identify and work towards own training and support needs.	A, I
Committed to providing high quality care and support to the people of Warwickshire.	A, I
Knowledge and experience of client management software such as Mosaic or CareFirst	A,I

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults

<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input checked="" type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input checked="" type="checkbox"/> Other (please specify):	High pressure during busy periods