

## Job Profile Information: Shared Lives Link Worker

This supplementary information for Shared Lives Link Worker is for guidance and must be used in conjunction with the Job Capsule for People/Social Care Level 3.

**Job Grade - Zone 3, Level 1 Camden Way Category** Deliver for the people of Camden

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### Role Purpose:

To be the main point of contact for Shared Lives Carers and citizens using the Shared Lives service. The post holder will be responsible for promoting the service, attracting carers and matching them with service users as well as providing ongoing support. Shared Lives supports households sharing their lives, families, home, interests, experience and skills with other people who need some help and support to live their lives to the full. The scheme is a Care Quality Commission registered service and all staff and Shared Lives Carers work within the CQC standards.

### Example outcomes or objectives that this role will deliver:

- Assess and support potential new Shared Lives Carers and present to panel for approval for scheme membership.
- Support and monitor a number of Shared Lives Carers within an allocated caseload; you will be introducing and matching people who need a service to approved Shared Lives Carers; giving consideration to their knowledge, skills, interests and lifestyle.
- Set up arrangements with people requiring support, you will ensure the person being placed is making choices and decisions about their own lives.
- Identify and set meetings with community groups to promote shared lives and raise interest from prospective carers.
- Confidently challenge poor practice and look for innovative ways to resolve issues.
- Monitor annual health and safety checks along with regular support, monitoring and supporting Shared Lives Carers, people who receive a service and important people in their lives.
- Identify carer training and development needs and initiate training programmes.
- Ensure carers are compliant with medication and health related procedures.
- Complex risk assessments and reviews of risk.
- Detailed report/assessment writing.
- Coordinate and chair both emergency and annual reviews for people we support.
- To assist vulnerable adults to: overcome barriers to their independence; receive personalised support that enables them to meet their assessed needs; are protected and safeguarded and are effectively managing their own risks and capacity.

**People Management Responsibilities:**

No direct reports. The post holder is required to assist with the training and induction of new colleagues, especially in relation to local procedures, ensuring they are able to work to required standards.

**Relationships;**

- To be the primary point of contact for shared lives carers and citizens using the service.
- To work alongside both internal and external stakeholders to ensure service directives are being met and improved.
- To support frontline staff and management in their everyday role.
- To work in partnership with community professionals I.E GP, consultants, mental health teams etc.
- To support social workers and care managers with the delivery of a shared lives service.
- To deliver presentations and promote the service to community groups using interpreters where required.

**Work Environment:**

The administration side of the role will predominantly be based at 5 Pancras Square however; there will be an expectation to work from other sites both in and out of the borough. This will include lone working in carers own homes while completing assessments and reviews.

**Technical Knowledge and Experience:**

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- An NVQ 3 qualification or above in Health and Social Care is desirable or 3 year minimum working with complex needs.
- Demonstrable experience of supporting people with varying and complex support needs.
- Excellent communication skills both written and verbal.
- Confident to hold difficult conversations and challenge poor practice.
- A good understanding of safeguarding.
- A good understanding of risk assessing and reviewing risk.
- A good level of case management or provider service experience.
- Approachable and friendly manner.
- Excellent problem solving skills.
- A can-do attitude.

## **Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

### **Chart Structure**

Head of Provider Services



Shared Lives Manager



Shared Lives Link Worker