

Care at Home Lay Assessors' Job Description

Accountable to: Home Care Organiser

The following job description is intended to give you an idea of the types of tasks you will be asked to carry out when you become a Lay Assessor. We will ensure that you receive training and support to do so.

Care at Home Services will provide initial training in questionnaire interviewing and Safeguarding (adult protection), and regular support to do the job: this includes quarterly group meetings of lay assessors, six-monthly individual mentoring sessions, and occasional training courses provided by West Dunbartonshire Council, geared to your own personal development. We will also provide contact telephone numbers if you should be concerned about a visit you made.

Duties: You will be responsible for:

- Making appointments at appropriate times for service users interviews
- Ensuring you show the service user the identification and authorisation we provide you with when visiting
- Communicating information about the organisation you represent to ensure the service user is comfortable with the reason for the visit
- Attending lay assessors' meetings and training sessions as required
- Confidentiality of the information that you collect from service users
- Returning the completed questionnaires to the office by the agreed date
- Liaising with the Home Care Organiser responsible for the project
- Helping to recruit and train new lay assessors, and occasionally representing the project at West Dunbartonshire Council meetings
- Working in accordance with Impetus Equalities, Lone Worker, Confidentiality and Vulnerable Adults policies

Person Specification (skills and qualities appropriate to the job)

Most of the lay assessors' work is with people, usually older and often disabled people, so the skills of **listening and communicating** well are central aspects of the job role. The following are some of the other qualities that are essential for a lay assessor:

- Patience
- Empathy – the ability to be sensitive to others' distress
- Good observation skills
- Non-judgemental acceptance of different ways of life
- Trustworthiness
- Reliability
- Ability to work as part of a team
- Good organisation skills

The number of interview visits a lay assessor makes each month is flexible and by negotiation with the Home Care Organiser.

The Lay Assessors Scheme is managed by the Home Care Organiser at the Clydebank Area Team.

The Organiser's phone number is 0141 951 6188, and he can also be contacted on richard.heard@west-dunbarton.gov.uk