

1. JOB DESCRIPTION

1.1	TITLE	Listening Practitioner
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Operational Officer
1.4	STAFF MANAGED	None

2. OVERALL PURPOSE OF POST

- 2.1 To listen, understand, champion and work with carers to help them navigate the difficulties they encounter in their caring journey.

3. PRINCIPAL DUTIES AND RESPONSIBILITIES

- 3.1 To take calls from members of the public who are carers who require assistance and making appointments to meet them at a location convenient for them.
- 3.2 Listen to carers from all walks of life without judgement or prejudice.
- 3.3 Understand their problem, compile the facts through listening, questioning and research.
- 3.4 Effective signposting where necessary, assisting carers to access and understand appropriate information and services.
- 3.5 Empower carers with support and encouragement to take control of their own choices and to compile and forward complaints.
- 3.6 Ensure that carers are heard, taken seriously and that their rights are respected.
- 3.7 Accompany carers to appointments/meetings if necessary.
- 3.8 Set goals to plan a way forward with their problems in a positive way.
- 3.9 Liaise with other agencies such as Manx Care, Housing Authorities, Nursing Homes, Criminal Justice System etc.
- 3.10 Create links between carers, statutory bodies and the third sector.
- 3.11 To maintain effective recordkeeping.
- 3.12 To compile and present reports, budgets and statistics as required by the Operational Officer.
- 3.13 To gain understanding of relevant legislation such as the Regulation of Care Act.
- 3.14 Ensure compliance with the General Data Protection Regulations 2016.
- 3.15 To attend regular team meetings. In the event of not being able to attend to ensure to read the minutes of the meeting.
- 3.16 To work and ensure all staff work in a confidential manner concerning families and organisational matters.
- 3.17 To respect and ensure all staff respect the personal choice of lifestyles of colleagues and people with care needs, ensuring that the Equal Opportunities principles are applied at all times.
- 3.18 To work as part of a committed, enthusiastic and dedicated team.
- 3.19 To comply with Crossroads policies and procedures and the IOM Safeguarding Board procedures.
- 3.20 To undertake any other duties commensurate with the grade and level of responsibility of the post, for which the post holder has the necessary experience and/or training.

PERSON SPECIFICATION

Skills and Experience	D = Desirable E = Essential
Excellent communication, presentation and interpersonal skills. Ability to listen properly, engage with the community and build relationships.	E
Ability to maintain professional relationships with families in distress	E
The ability to keep calm under pressure	E
Knowledge of legislation and policies concerned with the care system	E
Good knowledge of statutory bodies and organisations involved with the care and support system	E
Ability to deal empathically with the cared for, carers and families	E
Ability to conduct yourself in a confidential, punctual, honest and reliable manner	E
Excellent IT skills	E
Good standard of education required, though personality is the key factor	E
Ability to follow guidelines and procedures laid down by the organisation and current legislation	E
Clean driving licence and use of a car	E
Ability to work flexible hours	D
Commitment to undertake necessary training	E
Knowledge of disabilities and issues surrounding disabilities	E
Knowledge of carers' needs and the issues affecting them	E
Willingness be involved with fundraising projects that may involve weekend or evening commitment	E