

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 problems, 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 Strategic 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

4. OTHER INFORMATION

4.1 Contact with vulnerable children and adults is to be expected

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