

## Job Description

<b>Job Title:</b>	Flexicarer
<b>Location:</b>	Radstock House, 5 Eccleston Street, London, SW1W 9LX
<b>Responsible To:</b>	Flexicare Co-ordinator

### Aim of the Flexicare Service

Flexicare is a service that requires carers to work with people with mental health needs living in the community. The aim of the service is to establish and maintain a supportive relationship with clients through reducing social isolation, assisting with aspects of daily living and to respond in an imaginative and adaptable way to enable the client to become more independent and confident in areas of their life where such support is required.

### Purpose of the Post

To assist the Flexicare Co-ordinator in the efficient execution of the functions outlined below:

### Areas of Responsibilities

1. To undertake tasks and duties that are within reason, required of a non-professional carer working in the mental health field. Such tasks and duties may include:
  - Provide companionship and emotional support
  - Provide practical support within the home e.g. cleaning, preparing meals, laundry etc.
  - Provide support in paying bills, shopping, making appointments and dealing with correspondence
  - Enable clients to access activities in their community through encouragement and confidence building
  - Travel with the client to and from services/activities.
  - Provide a point of contact and monitoring for the client and other professionals involved.
2. To carry out specific tasks agreed between the client, the referrer and the Flexicare service.
3. To complete administrative duties as required. This will include accurate completion of claim forms, ensuring that forms are signed where appropriate and written reports

on activities undertaken during the visit. To submit claim forms and other paperwork to the office by the 6<sup>th</sup> day of each month

4. To monitor and send email feedback regularly on progress and any concerns relating to your work with clients
5. To contact the office immediately if you are unable to honour visits or need to change the time of agreed visits
6. To manage expenses authorised for use with clients. To provide receipts, remain within allocated amounts and record expenditure

Flexicarers need to be aware that the role and expectations of what are expected may change due to the changing needs of the client or service. The post holder will be consulted on any proposed changes.

## General and Professional Responsibilities

- To participate as a member of the service, by being available for staff, Managers and other meetings as required.
- To develop and maintain effective working relationships with colleagues within the service
- To receive regular formal supervision and line management as agreed with the Line Manager, at least once every 3 months.
- To maintain client records and information securely and in strict confidence. To contribute to the collation of information for statistical, monitoring and evaluation purposes.
- To work at all times to actively promote WW Mind Equal Opportunities Policy and to challenge discriminatory practices and behaviour.
- To maintain high standards of professional integrity and respect for others in all dealings with service users, colleagues, other professionals and members of the public.
- To develop and maintain appropriate boundaries of confidentiality with Managers, colleagues, volunteers and service users.
- To act in accordance with WW Mind current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of service provision.
- To avoid any action or behaviour which may conflict in any way with the work and services provided by WW Mind or which may bring the Association into disrepute.

- To develop and maintain the range of skills appropriate to the post and to keep up-to-date with research, publications and issues relating to the Project/Department and own professional discipline.
- To ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means. To attend appropriate professional training courses / conferences / meetings, by agreement with the Line Manager.

**Responsible To:** Flexicare Manager.

**Salary:** Hourly rate is £6.37 plus £0.77 for annual leave making a total of £7.14 per hour.

**Hours:** This is a part-time job. Hours worked depends on the availability of the carer. There are no guaranteed numbers of hours and carers are paid for the number of hours worked. The service is provided seven days a week between 9am and 9pm as required.

(Details to be confirmed with the successful applicant).

Some flexibility is required as the postholder may be required to attend occasional evening meetings, for which payment is made.

**Probation:** There is a probation period of six months for all new staff, with an interim review at the 3 month stage. During the probationary period, notice for termination of employment on both sides will be one week.

**Holidays:** 27 days per year, pro-rata for part time permanent staff. This is paid in advance to Flexicarers at 8.33% of hourly rate.

**Location:** The office is based at **Radstock House, 5 Eccleston Street, SW1W 9LX.**

Flexicarers will work within the City of Westminster.

**Training:** A formal Induction Training is in place for all prospective new Flexicarers.

Each Team / Department has its own training budget.

This office has a no smoking policy.

WW Mind as an Equal Opportunities Employer is committed to equality of opportunity and seeks to implement its equal opportunities policy in all aspects of its work, from employment to service delivery. Prospective employees are expected to demonstrate a commitment to equal opportunities.

Applicants are invited from all sections of the community, particularly from groups who traditionally face disadvantage.

*Last reviewed: July 2013*