



# The Role of a Functional Assessor

**MAXIMUS**® | United Kingdom

**Functional Assessors are a team of qualified doctors, nurses, occupational therapists and physiotherapists. They work within a multidisciplinary team of healthcare professionals.**

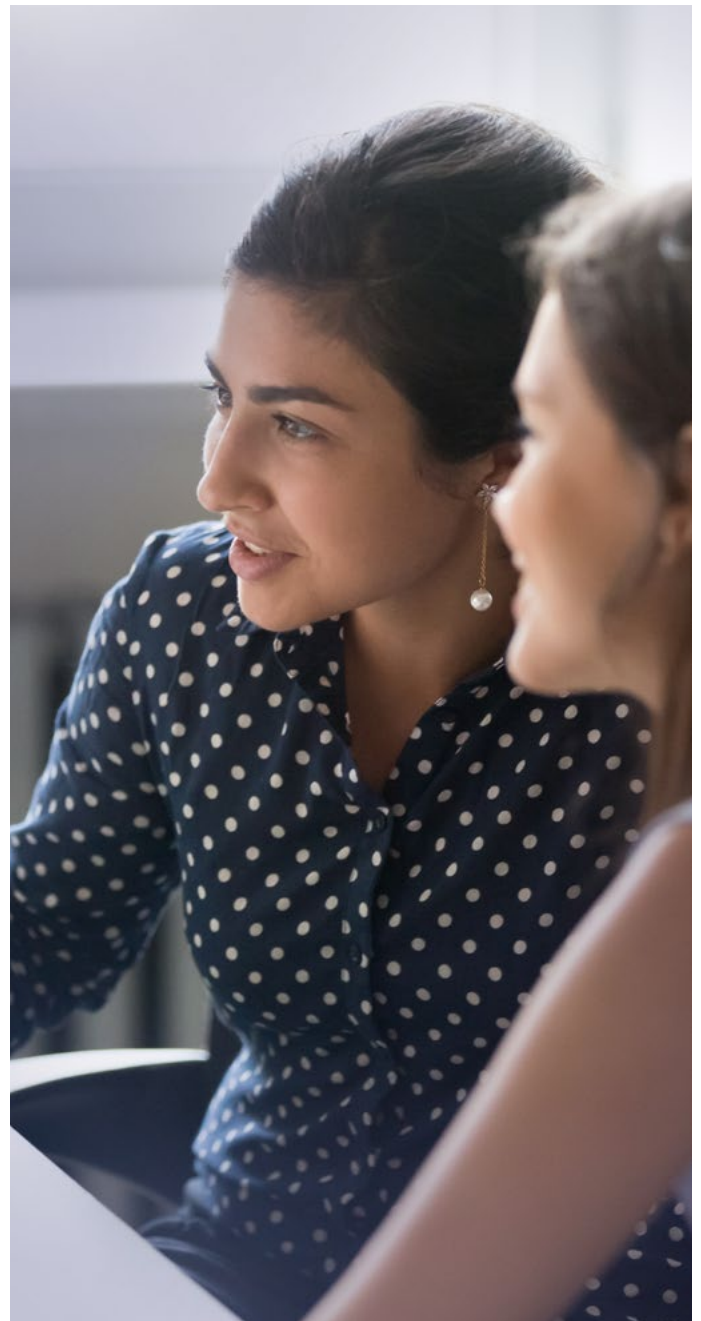
**As valued members of the Maximus UK team, Functional Assessors are key to providing the high-quality healthcare services our customers expect. We strive to recognise the contribution of colleagues in ways that matter to them.**

## Purpose of the Role

Every year, Maximus UK delivers more than one million health assessments on behalf of the Department for Work and Pensions (DWP). Functional Assessors have a target to complete six assessments per working day once fully accredited and through the training programme.

Helping customers when they are at their most vulnerable, Functional Assessors are the professional faces on the front line of our business. They use conversation, physical examination and computer software to perform assessments on each customer. There is a robust structure and guidelines to follow, ensuring every assessment is in line with expected standards. Each assessment lasts around 45 minutes, allowing plenty of time to build up a rapport with the customer.

Using the appropriate clinical skills and knowledge, they will find out the impact of the customer's health issues on their day to day life. At the end of the assessment, the Functional Assessor will understand the customer's abilities.



Customers with more complex needs such as industrial injuries and respiratory diseases will be assessed by a physician. Customers with complex neurological conditions will be assessed by a physician or physiotherapist.

After each assessment, the Functional Assessor produces a factual, written report for the DWP. The DWP decision-maker determines whether they are eligible for benefits. These may include Employment and Support Allowance, Industrial Injuries and Veterans UK.

The assessments conducted by our functional assessors and the decision made by the DWP helps our customers to move forward with their lives.



## Impact of the Role on Customers

We are proud to be one of the biggest providers of employment, health and disability support programmes in the country. We know that employing the right people has a positive impact on our success and the service we provide.

We track service quality using an independent customer satisfaction survey.

During the last quarter:

- 97.63% of customers were happy with the quality of our service
- 99.4% rated the manners and courtesy of the healthcare professional they saw as 'good'
- 99.25% rated the professionalism of the healthcare professional they saw as 'good'

The survey highlighted many positive themes. Our healthcare practitioners were described as professional, compassionate and understanding. Customers felt 'at ease' and said they felt 'listened to', especially when talking about difficult topics such as mental health. Customers said our healthcare practitioners were sensitive, helpful and willing to explain things.

We recognise and value the differences between our customers. To ensure a comprehensive and useful report is written, functional assessments last around 45 minutes. Many of our customers said they were happy with the duration of their appointment, saying it helped to ensure their assessment was thorough. Our colleagues say that spending quality time with customers helps them to feel relaxed, meaning they feel able to speak openly about their health issues.

We want our customers to feel confident and comfortable at their appointment. If they need mobility assistance or a chaperone, we are happy to accommodate them. We aim to do whatever it takes to ensure a meaningful assessment of their circumstances. Doing so means their report is accurate and contains all the details needed by the DWP assessor. This helps to ensure they can make an informed decision on the customer's application.



# Team Working

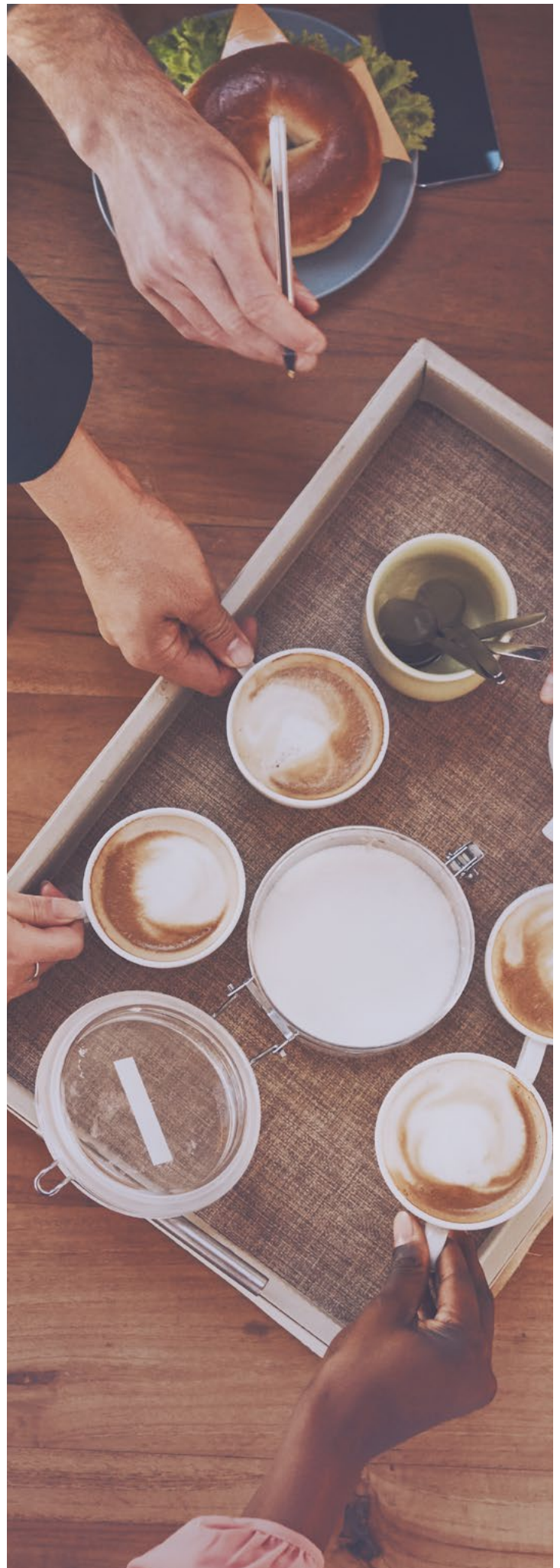
We have an established team with strong working relationships. We encourage the use of team charters to help teams discuss and agree goals and ways of working. Workplace accounts are used to help people stay connected and informed, even when they are working remotely.

Regular team days take place to nurture working relationships and encourage knowledge sharing. We take pride in the sense of community our colleagues describe when asked about the company culture within Maximus UK.

We value the contribution made by our clinical colleagues. We want them to use their skills and experience in the most appropriate way. That's why we employ administrative and managerial staff to manage the operational aspects of the business.

As a result, Functional Assessors are managed by a non-clinical staff member. However, they receive clinical leadership and mentorship from a senior clinical colleague. We believe this combination of clinical and non-clinical management helps colleagues to develop in all areas of their job role.

Our annual clinical conference is designed to bring colleagues together for learning and networking opportunities. Keynote speakers attend to provide clinical updates. It also enables us to celebrate and recognise our achievements.



# Realities of the Role - What You Give and Get in Return

Functional Assessors must be resilient, adaptable and driven to make a positive difference. In exchange for their commitment and dedication, they receive an excellent salary and benefits package. We pay annual professional registration and clinical revalidation fees.

As a Functional Assessor, you will be using your existing clinical skills within a new working environment. And since every customer is different, you will come across new conditions and develop your clinical knowledge regularly.

Working as a Functional Assessor means you will have the chance to learn about health conditions you may not have been exposed to whilst working in an acute setting. The combined knowledge and experience within our teams means there is always someone to ask for help or advice when you need it. We provide you allocated time to gain CPD points as well as accessible modules designed to educate or update on conditions or treatments.

Although the working environment can be challenging at times and target driven, it is also rewarding. We regularly receive positive feedback from our customers, which many colleagues say they feel motivated by.



## A Better Worklife Balance

We believe that having a better worklife leads to a better life. Working for Maximus UK means you can enjoy a great worklife balance while continuing to help others.

Our Functional Assessors work weekdays, between the hours of 9.00 am and 5.00 pm. There are no long days or night shifts, and we will never expect you to take work home.

If you would prefer to work part-time, you can choose to commit to three or four days per week. We are always looking at ways to develop more flexible working options for our colleagues. Speak to our recruitment team about your preferences to see if we can accommodate them.



# COVID-19

As an employer, we listen to our colleagues. We are willing to make changes to working practices where needed. Since the start of the COVID-19 pandemic, we have surveyed colleagues to find out how they would like to be supported.

To improve communication during periods of remote working, we have introduced webinars and online support. We have also compiled manager guides to help address some of the issues that were raised. Many colleagues felt concerned about returning to the workplace after home working. To enable colleagues to readjust, we created a 'reboarding checklist' to help people feel supported and safe when they return to work.

We have a dedicated COVID-19 safety page on the UK intranet, which offers all the latest

guidance and resources relating to the pandemic. Rapid flow test kits have been offered to all colleagues returning to on-site working. Meanwhile, vaccine priority letters have been issued to customer-facing operational staff.

As we begin to return to face to face assessments, we are supporting all colleagues with refresher training. All sites have been adapted to ensure social distancing and colleagues have been provided with the relevant PPE.



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