

Central Carers Association

Job Description

Job Title:	Carer Support Worker (Adult Carer Support Plans)
Salary:	£21,665
Terms:	Funding currently in place until March 2019
Hours:	35 hours
Responsible for:	Working with carers to identify personal outcomes, determine any subsequent support needs, and co-produce an Adult Carer Support Plan or Young Carers Statement

Mission Statement

Central Carers Association seeks to ensure that carers of all ages in Falkirk district and Clackmannanshire are recognised and valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside caring.

Aims of the Association

- To identify carers and encourage mutual support
- To raise awareness of the needs of carers and establish carers support groups
- To co-ordinate views of carers within the Association's area by identifying and raising carers' concerns with policy makers and service providers
- To assist carers to liaise with all relevant agencies
- To promote services which help carers
- To collate and disseminate information relevant to carers within the Association's area
- To recognise and work with former carers within the Association's area as appropriate to their circumstances and experiences
- To promote the principle and practice of equal opportunities for all carers
- To promote good communication, collaborative working and partnerships between Statutory, Voluntary and Community Organisations which provide services to carers, in order to ensure better co-ordinated and more effective support to carers and respective service users

Job Role

The Carers (Scotland) Act 2016 seeks to '*...ensure that carers are better supported on a more consistent basis so that they can continue to care, if they so wish, in good health and wellbeing, allowing them to have a life alongside caring*'.

In line with the provisions of the Act, Falkirk Health and Social Care Partnership has commissioned Falkirk & Clackmannanshire Carers Centre to work with carers to co-produce Adult Carer Support Plans and Young Carers Statements that will identify each carer's personal outcomes and needs for support.

Main Duties

Carer identification

Assist with the early identification of carers by working with local professionals to establish effective referral mechanisms

Awareness raising and networking

- Raise awareness about the legal right to an Adult Carer Support Plan or Young Carers Statement with local carers and professionals
- Provide information for carers and professionals about Adult Carer Support Plans and Young Carers Statements
- Establish and sustain supportive contacts with carers and relevant organisations
- Liaise with local agencies that provide services for carers, cared for persons, children and young people

Assessment and support

- Encourage and support carers to take up their right to an Adult Carer Support Plan or Young Carers Statement
- Use 'Good Conversation' discussion to help carers to:
 - explore:
 - the nature and extent of the care provided
 - the extent to which they are able and willing to provide care
 - their life goals and aspirations
 - the impact their caring role is having in relation to their:
 - health and wellbeing
 - relationships
 - living environment
 - employment and training
 - finance
 - life balance
 - identify their support needs using solution-focussed practice that allows them to reflect and identify areas for improvement and change
 - shape the support they require using an asset-based approach that allows them to identify and build on their skills and knowledge, utilising the connections and resources within families and communities
- Encourage carers to prepare plans on how they would deal with emergency situations

- Encourage carers to make plans for their future caring role
- Help carers produce a written plan that details:
 - the impact their caring role is having
 - the personal outcomes they would like to achieve
 - the support they require
 - the carers eligibility for support, and whether this should include a break from caring
 - how the support will be provided
 - when the plan will be reviewed
- Signpost and refer carers to sources of information and support as required to achieve their personal outcomes

Development

- Participate in the development of information resources on Adult Carer Support Plans and Young Carers Statements for carers and professionals
- Participate in the development of systems to support carers to identify personal outcomes, assess their need for support to achieve their personal outcomes, and co-produce an Adult Carer Support Plan or Young Carers Statement that details how the required support will be provided
- Participate in the development of systems to refer carers to the required sources of support, including Social Work Services, Education, Health and Children's Services
- Participate in the development of systems to record and monitor activity in relation to the production of Adult Carer Support Plans and Young Carers Statements
- Participate in the development and integration of emergency and future planning tools to support carers
- Participate in the development of Adult Carer Support Plan and Young Carers Statement Reviews
- Participate in the development of information sharing protocols, in relation to Adult Carer Support Plans and Young Carers Statements, in line with the General Data Protection Regulations
- Keep up to date with relevant new legislation and national and local policies and practice that affect carers
- Develop effective working relationships with other professionals who identify and support carers or work with children and young people

Involvement

Encourage and support carer involvement and participation as partners in the development and monitoring of Adult Carer Support Plans and Young Carers Statements

Recording and monitoring

- Assist carers to complete a Carer Registration Form
- Accurately and timeously record all carer contact and activities on the Carer Centre's Information Management systems
- Record outcomes identified by carers and subsequent support needs in Adult Carer Support Plans and Young Carers Statements
- Carry out reviews of the Adult Carer Support Plan and Young Carers Statements and record and monitor the outcomes achieved by carers

- Produce regular activity reports, including reports for Scottish Government, in relation to Adult Carer Support Plans and Young Carers Statements

Accountability

- Accountable in the first instance to the Centre Manager and ultimately to the Board of Trustees of Central Carers Association
- Prepare regular work plans in agreement with the Centre Manager or another senior member of staff
- Participate in staff meetings
- Co-operate with the Board in quality assurance exercises
- Work as part of an effective staff team to ensure the Centre functions efficiently and professionally
- Undertake any other duties relevant to the post as reasonably required from time to time by the Centre Manager

Confidentiality

The post-holder is expected to adhere to high standards of confidentiality and data-protection at all times.

Personal Development

The post-holder is expected to participate in staff development and use all relevant learning opportunities to improve their personal skills.

Supervisory Relations

The post-holder will receive regular support and supervision from the Centre Manager or another senior member of staff.

Equal Opportunities

Central Carers Association (Falkirk & Clackmannan) is committed to being an equal opportunities employer. The post-holder will therefore be required to carry out their duties with due regard to Equal Opportunities legislation.

Quality Statement

The Association is committed to running an organisation with high standards of organisational and operational practice. To that end, the Carers Centre operates a continuous programme addressing quality issues.

Location

The post will be located in *Falkirk & Clackmannanshire Carers Centre, 1a Bank Street, Falkirk, FK1 1NB.*

Person Specification

Skills and experience required for this post	Essential	Desirable
Educated to degree level (or equivalent) or considerable previous experience in a related field	✓	
A sound knowledge of the needs and situation of carers and a demonstrated commitment to supporting carers	✓	
Good telephone, listening, verbal and written skills and the ability to write accurate case notes reports	✓	
Ability to deal with carers and professionals in a sensitive and person-centred manner	✓	
Ability to use own initiative and organise own work in consultation with line manager	✓	
Ability to develop and maintain effective working relationships	✓	
Sound IT skills and experience in the use of Microsoft Office	✓	
A good knowledge of how the statutory, independent and third-sector work and an ability to undertake outcome-focused networking with other agencies and professionals	✓	
Experience of maintaining detailed electronic client records	✓	
Experience of working with clients using solution focussed techniques	✓	
Experience of working with carers		✓
An understanding of health and social care issues and current legislation and policy relating to carers		✓
An understanding of equality and diversity issues and a commitment to supporting carers from marginalised groups		✓

Other essential requirements for this post
A current driving licence and access to a car
PVG Scheme membership

