

Central Carers Association

Job Description

Job Title:	Carer Support Worker
Salary:	£21665 (pro-rata)
Terms:	Funding in place until March 2019
Hours:	28 hours
Responsible for:	The provision services that will seek to ensure that carers are identified and appropriately supported, both individually and through the development of carers' groups, and provided with information and opportunities to get involved in the planning of services to support their needs and the needs of the people they care for

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

Main Duties

Information and Support

- Ensure carers ensure receive up to date information through the Carers Centre website, social media and e-bulletins
- Respond to face to face, telephone, email and postal enquiries from carers and professionals
- Provide information and emotional and practical support to individual carers, making home visits where required
- Provide information on grants and welfare benefits and assist carers to maximise their income
- Assist carers to develop a personalised Support Plan, Emergency Plan and Future Plan
- Encourage and support carers to take up their right to a Carers Assessment
- Identify and pursue funding opportunities for services for carers
- Encourage carers to join local carer groups and fora for mutual support and campaigning
- Organise and co-ordinate a range of regular support groups, one-off activities, and fixed term programmes for carers arranging the practical provision of care and transport, where appropriate, to enable carers to participate
- Assist and encourage carers and carer groups to define and prioritise their own needs
- Provide support, where appropriate, to carers when attending meetings with professionals
- Signpost and refer carers to other relevant sources of information and support

Awareness raising and networking

- Raise the awareness and knowledge about the needs of carers by giving awareness raising talks and presentations
- Publicise and promote the services provided by the Carers Centre
- Encourage and support the early identification of carers and referral to the Carers Centre
- Promote the needs of carers at local planning groups/consultation events
- Establish and sustain supportive contacts with carers, carers groups and relevant organisations
- Liaise with local professionals and agencies providing services for carers
- Participate in the planning and organisation of conferences, seminars and events to raise awareness about carers issues

Development

- Develop and support new and existing carer groups in response to identified needs
- Explore and assist in the initiation of new projects to support carers in response to local needs
- Participate in the development and integration of emergency and future planning tools to support carers
- Keep up to date with relevant new legislation and national and local policies and practice that affect carers
- Develop close working relationships with other member of staff in the Carers Centre and promote the provision of holistic family support

Involvement

- Encourage and support carers to be involved in the development of support groups, activity programmes and information resources
- Encourage and support carer involvement and participation as partners in the monitoring and development of services to support carers and the people they care for

Recording and monitoring

- Ensure efficient records are kept of carer activities
- Record and monitor all contact with carers and professionals
- Produce regular activity reports

Accountability

- Accountable in the first instance to the Centre Manager and ultimately to the Board
- Prepare regular work plans in agreement with the Centre Manager or another senior member of staff
- Maintain systems to record and monitor the activity of the service using the Carers Centres data management systems
- 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 the *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	✓	
An appreciation of, and sensitive approach towards, the needs and difficulties faced by carers	✓	
Good telephone, listening, verbal and written skills and the ability to write reports	✓	
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 all Microsoft Office applications	✓	
Ability to drive and access to a car	✓	
Ability to produce and disseminate up to date information for carers through the Carers Centre website, social media and e-bulletins	✓	
Up to date knowledge of Welfare Benefits		✓
Personal experience of caring or of working with carers		✓
Experience of setting up and/or enabling community groups		✓
Experience of public speaking		✓
An understanding of current legislation and policy relating to carers		✓
Experience of multi-agency working		✓