

CarersBucks

JOB DESCRIPTION

Job title:	Support Worker
Team:	Caring For Older Carers Service
Salary:	£21,000 to £22,250
Hours:	37 hours per week (P/T will be considered)
Duration:	Fixed-Term Contract to March 2023
Responsible To:	Caring For Older Carers Team Leader
Location:	Home-based with home/doorstep visits in Buckinghamshire and occasional travel to Carers Bucks Aylesbury office (Government guidelines allowing).

Job Aim

To provide information, advice, guidance and emotional support to unpaid, family carers aged 75 and over in Buckinghamshire.

To identify and support previously unknown older carers.

To support isolated older carers who may struggle to access services, due to the restrictions that caring imposes, frailty, depression/anxiety, and a lack of transport, particularly in rural areas.

At the initial home visit, you will develop a support plan with the carer. Up to five follow-up visits may be necessary to help support the carer to make the changes that they have identified.

To work with GP practices to ensure they identify and support their patients who are older carers and refer them to Carers Bucks.

Main duties

- To be supportive but act in such a way as to discourage dependency on the part of the older carer.
- To work with Carers Bucks Adult Carers Support Team to ensure support for older carers is integrated into the service.
- To support events which provide carers with a break and reduce their social isolation.
- To provide accurate and timely advice and information to older carers via home/doorstep visits, telephone calls, emails, Zoom.
- To refer carers for a Carers Assessment if appropriate
- Develop a high level of knowledge and understanding of older carers' needs and the services, community assets and benefits available to them
- Develop a network of contacts with other organisations to further the support of older carers and raise awareness of older carers issues

- Seek opportunities to identify hidden carers and publicise services available to them
- Support carers to make an emergency plan in case they are unable to care for a short time
- Encourage older carers to take up health checks, flu immunisation and memory and depression screening, if appropriate, at their GP practice
- Encourage older carers to register as a carer with their GP practice
- Support older carers to access opportunities to pursue their own interests and activities away from caring. e.g. local groups, societies, lunch clubs
- Support with access to counselling services/talking therapies
- Provide advice on trigger factors for hospital admission, e.g. falls, early identification of urinary tract infection and the importance of hydration for the carer and cared-for
- Encourage older carers to attend Carers Bucks' Information and Workshops programme
- Refer carers to other services which would be of benefit to them
- Provide advice to other staff on issues and developments affecting older carers' support
- Keep accurate, up-to-date carer records for monitoring and evaluation purposes
- Undertake day-to-day administrative tasks and attend staff meetings
- To participate in activities such as Carers Week, Carers Rights Day, Carers Bucks AGM, other promotional events and conferences
- To gain qualifications relevant to carers support work as specified by your manager
- To undertake relevant training and be pro-active in assessing own training needs
- To work cooperatively with Carers Bucks fundraising and communications teams
- Any other duties as reasonably required by Carers Bucks

Person specification

Qualifications and Experience

- At least two years' experience of working within the advice/information field (E)
- A good level of general education (E)
- Experience of working with older carers(D)
- A full driving licence and access to own transport (E)
- Experience of working with health and social care professionals (D)

Knowledge and Understanding

- A clear understanding of the issues affecting older carers and their support needs (E)
- Demonstration of a commitment to equality and diversity (E)
- Ability to understand adult safeguarding policies (E)
- General understanding of welfare benefits system (D)
- Understanding older carers' needs and the issues around access / barriers to services (D)

- A good level of knowledge and understanding about developments in Health and Social Care services in Buckinghamshire (D)

Competencies

- Good verbal, listening and written communication skills (E)
- Empathic, with the ability to deal with confidential issues in a professional manner (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and possess good time management skills (E)
- Good general level of office IT skills (E)
- Ability to gain qualifications relevant to older carers support (E)

Personal Attributes

- Highly self-motivated with ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours, occasional evening/weekend work as required (E)
- Ability to promote the needs of older carers and the work of Carers Bucks (E)
- A positive can-do attitude (E)
- Commitment to the values and ethos of Carers Bucks (E)
- A commitment to team working (E)

E = Essential

D = Desirable