

CarersBucks

JOB DESCRIPTION

Job title:	Adult Carers Support Worker
Team:	Adult Carers Support Team
Salary:	£21,090 pro rata
Hours:	F/T with consideration given to 30 hours p/w
Duration:	Permanent
Location:	Under a hybrid-working model, you will work flexibly from home, or in the community, with occasional visits to our Aylesbury office (in line with organisational requirements.)
Responsible To:	Adult Carers Team Leader

Job Aim

To provide advice, information, guidance and emotional support to unpaid adult carers in Buckinghamshire.

To identify and support previously unidentified carers.

To work with GP practices and Primary Care Networks within the Integrated Care Board to ensure they identify and support their patients who are carers and refer them to Carers Bucks.

Main duties

- To provide accurate and timely advice, information, guidance and emotional support to adult carers via telephone, email, and face-to-face support group sessions
- To use triaging tools to identify the level of support that carers need
- To use assessment and planning tools to develop more in-depth support for those carers assessed as having higher support needs
- To refer carers for a Carers Assessment as appropriate
- To support carers in setting up an emergency plan in case the carer is suddenly unable to care for a period of time
- To develop and maintain a high level of knowledge and understanding of carers needs/issues and the services and benefits available to them
- To refer carers to other services which would be of benefit to them

- To develop a network of contacts with other organisations to further the support of carers and raise awareness of carer issues
- To seek opportunities to identify hidden carers and publicise services available to them
- To represent Carers Bucks' service to GP practices, Primary Care Networks and other voluntary sector organisations
- To develop a good knowledge of local community assets beneficial to carers and to share that knowledge with the Adult Carers support team
- To provide advice to managers and other staff on current issues and developments affecting carers' support
- To ensure that carers records are up to date and accurate
- To participate in the carers support duty rota as specified by Carers Bucks
- To undertake day-to-day administrative tasks and attend staff meetings
- To participate and represent Carers Bucks in joint activities e.g. AGM, Carers Week, Carers Rights Day, open days, other promotional events and conferences
- To gain qualifications relevant to adult carers support work as specified by your manager
- To undertake relevant training and be pro-active in assessing own training needs
- To keep accurate records for monitoring and evaluation purposes
- To maintain productive and professional relationships with other Carers Bucks staff
- To facilitate carers support groups and carers events
- To support social events which provide carers with a break from caring and reduce their social isolation
- To work cooperatively with Carers Bucks fundraising team and communications team
- 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)
- Experience of working with 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 adult carers and their support needs (E)
- Understanding of welfare benefits system (D)
- Understanding of the needs of adult carers and of the issues around access / barriers to services (D)
- Demonstration of a commitment to equality, diversity and inclusion (E)
- Ability to understand Adult Safeguarding policies (E)
- A good level of understanding about developments in health and social care services (D)

Competencies

- Good verbal, listening and written communication skills (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and have time management skills (E)
- Good general level of office IT skills (E)
- Ability to gain qualifications relevant to adult 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 adult 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