

CarersBucks

CarersMK

JOB DESCRIPTION

Job title:	Adult Carers Support Worker
Job aim:	To work effectively as a member of the Adult Carers Support Team, offering advice, information, guidance and emotional support to unpaid adult carers who are caring for a family member or friend due to disability, long-term illness, frailty, poor mental health and/or addiction.
Location:	Hybrid. A minimum of 2 days a week from home with the other days working flexibly from home or in the community, as agreed by your line manager. Attendance at our Bucks office (HP19 8HT) or Milton Keynes office (MK3 6DP) will sometimes be required.
Annual Leave	25 days annual leave (which increase with long service) + bank holidays.
Benefits:	3 Christmas closure days Up to 5 days paid Carers Leave Employee Assist Programme Free annual flu jab Free annual eye test Work equipment (laptop/phone)
Salary:	£23,718/ annum (FTE)
Hours:	We have full time (37 hours per week) and part time options available. Please specify on your covering letter what you would prefer to work (you will need to have flexibility to work on occasional weekends and in the evenings for pre-planned events for which you will receive TOIL.)
Duration:	Fixed Term for 1 year, with possible extension.
Responsible To:	Adult Carers Team Leader

Main duties

These include, but are not limited to:

- Provide accurate and timely advice, information, guidance and emotional support to adult carers via telephone, email, and face-to-face support group sessions.
- Develop and maintain a good knowledge and understanding of carers' needs and issues, and the services available to them.
- Use triaging tools to identify the level of support that carers need.
- Use assessment and planning tools to develop more in-depth support for those carers assessed as having higher support needs.
- Support carers in setting up an emergency contingency plan.
- Work in an integrated way with colleagues in the Young Carers Team, and at our sister charity, in order to achieve the best possible outcomes for carers of all ages across the region.
- Facilitate carer support groups and activities, in order to provide carers with a break from caring and reduce social isolation.
- Ensure that all data relating to carers is stored correctly using our database, Charity Log.
- Undertake day-to-day administrative tasks and actively participate in staff meetings.
- Refer carers for a Carers Assessment, or to other services that would benefit them, as appropriate.
- Develop a network of contacts in other organisations to further the support of carers and raise awareness of carer issues.
- Liaise with GP practices and Social Prescribers to ensure carer identification and support is kept high on the agenda in primary care.
- Be committed to representing and supporting the diverse communities in the local area and actively promote our services to those communities and groups who may not currently be accessing them, ensuring that our offer is in line with their specific needs.
- Update managers and other colleagues on current issues and developments which might impact the support we provide.
- Be proactive in assessing your own training needs and undertake relevant training accordingly.
- Represent Carers Bucks or Carers MK at promotional events, conferences and relevant networking meetings and actively participate in activities that we run ourselves e.g. our AGM, Carers Week and Carers Rights Day.
- Any other duties as reasonably required by Carers Bucks or Carers MK.

Person specification

Qualifications and Experience

- Experience of working within the advice/information field and with Health and Social Care professionals (D)
- Experience of working with carers (D)

Knowledge and Understanding

- A clear understanding of the support needs of adult carers (E)
- An understanding of the issues faced by adult carers (D)
- A good level of understanding about developments in Health and Social Care services (D)
- Demonstration of a commitment to, and a good working knowledge of, equality, diversity and inclusion (E)
- Ability to understand Adult Safeguarding policies (E)

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)

Personal Attributes

- Self-motivated with ability to use own initiative (E)
- Creative, forward thinking, and 'can-do' approach to the support of carers (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 Carers MK (E)
- A positive attitude and a commitment to team working (E)
- Commitment to the values and ethos of Carers MK (E)

Other:

- A full driving licence and access to own transport (E)
(Alternatively, you must be able to demonstrate how you would manage the travel requirements in order to effectively carry out the role in a way that would work for all parties.)

E = Essential

D = Desirable