

CARER SUPPORT CARLISE & EDEN

The Office, Mardale Road, Penrith Cumbria CA11 9EH



Job Title Generic Carer's Support Worker

Responsible to Chief Officer

Hours: 30 - 37 hours / week.

Salary: £23,287 FT. Also pension contributions

Holiday: 26 days + Bank Holidays, with 1 extra day per years' service, up to 5 in total.

Contract Length: Permanent

Our Vision: Enhancing lives by delivering an effective and flexible service by a passionate and professional team empowering Carers through a needs led and creative approach.

Carer Support Eden will achieve this vision by;

- Providing Excellent Customer Service
- Maintaining Financial Sustainability
- Continuous Development and Improvement
- Engaging our Customers

Purpose of Role:

Assess carers, support and enable them to identify and meet their needs.

General Skills Requirements:

- Ability to communicate effectively at all levels including adult and young Carer clients
- Self-motivated
- Ability to work on own initiative ensuring compliance with the framework of policy and procedure of Carer Support Eden and Local Authority systems.
- Ability to participate & represent adults and children in safeguarding meetings
- Demonstrate knowledge and understanding of all processes and procedures applicable to the breadth of the role
- Knowledge of all relevant legislation
- Comply with current data protection legislation (GDPR)
- Emotional resilience
- Positive attitude
- Keeping records of individual learning and development
- Computer literate and ability to record information on databases.

Specific responsibilities:

- Provision of needs led support to Carers, aged 5 years +
- Undertake Carers Assessments of both adult and young Carers
- Effective caseload management, maintaining up to date and accurate records
- Active cooperation with supervision & team
- Early identification and reporting of potential issues encountered and seeking advice on resolution where appropriate

HR528 (V2)



- Provision of emotional and practical support to Carers and their families – Whole Family Approach
- Signposting to other agencies, voluntary organisations or professionals who may be able to support Carers
- Advocacy and liaison with other stakeholders to achieve positive outcomes for Carers and their families.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of Carer Support Carlisle & Eden service are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.

GENERIC CARERS SUPPORT COORDINATOR

PERSON SPECIFICATION

	Essential	Desirable
Qualifications/ Education	Good general education and IT skills	<ul style="list-style-type: none"> • Nursing, Child or Social Care professional qualification to min NVQ level 3 equivalent. • Preferred Degree level Health and/or Social Care.
Knowledge	<ul style="list-style-type: none"> • Carers issues • Long-term disabilities and illnesses • Children and young peoples’ issues • Databases and extensive knowledge of IT 	<ul style="list-style-type: none"> • Work of Carers Associations • Care related assessments • Work of Social Services in relation to Carers and Cared-for • Welfare Benefits • Safeguarding • Child Development • Equality and Diversity • Health and Safety
Experience	Direct experience of: <ul style="list-style-type: none"> • Working on own initiative • Communication with staff of other agencies and partner organisations • Presentation skills • Basic administration skills • Working with individuals directly or signposting and/or supporting them to access other services. 	<ul style="list-style-type: none"> • Multi-disciplinary working • Working with or within the voluntary sector • Health and Social Care services and community provision • Regular report writing • Working with Carers • Working within an ISO 9001 system
Abilities and skills	<ul style="list-style-type: none"> • Empathy with Carers and Cared-For of all ages and from all backgrounds • Good communication skills • Ability to plan and organise own work • Administrative skills • Ability to write clear, concise reports • Ability to work as part of a team and on your own • Ability to problem solve • Presentation skills • Ability to relate to people of all ages, including children and young people. • Ability to network with other agencies 	<ul style="list-style-type: none"> • Project management skills

	<ul style="list-style-type: none"> • Ability to maintain confidentiality • Demonstrable ability to travel round the District/County and visit people in their own homes & schools efficiently 	
Other	<ul style="list-style-type: none"> • Clean driving licence and access to a car as work is based across a rural area • Ability to work evenings and weekends as needed; very occasionally • Subject to Enhanced DBS check 	