

Carer Support Worker: Young Carers (maternity cover)

Role Description

Position:	Carers Support Worker: Young Carers
Salary:	£24,011 (Pro Rata)
Hours:	16
Reports To:	Young Carers Service Lead
Area:	Derbyshire
Base:	Head Office 3 Park Road, Ripley, Derbyshire, DE5 3EF; community based work High Peak area; hybrid home working
Contract Length:	9 months maternity cover with potential for extension

Overall Objective: To provide a person-centered service within a Whole Family approach to offer support, navigation of services, signposting and information. Including working with Carers and their families to assess their needs and provide appropriate support, such as 1:1, groups, workshops and social activities. Each Carer Support Worker works collaboratively to assist in improving the wellbeing of unpaid informal carers and their families; identifying needs and aspirations, increasing support networks, reducing isolation and providing information and advice to support them in their often difficult and challenging role.

Main Responsibilities:

1. To work within a structured process in dealing with new and existing carers, which records and monitors a carers' journey.
2. Proactively identify and support carers from a range of diverse backgrounds being flexible in approaches to support
3. Process referrals, which includes triage, as part of a structured and monitored process
4. To work with carers and families, parent carers in transition; assessing their needs by completing and utilising the appropriate assessments to determine support required
5. Use a strength-based approach to complete Carers Assessments and Support Plans with Carers and their families via the telephone, Carers Clinics and community and home visits and complete reviews. Support may include providing advocacy for young carers and signposting to advocacy services for adults
6. To evaluate and review progress towards agreed support plan outcomes with carers
7. Be part of a rota to provide a carers helpline and respond to online queries between the opening days and hours of the service which are typically Monday to Friday 9am-5pm with flexibility
8. Provide Carers with information, advice and support on local and national services which will support their social, emotional and physical wellbeing and support them to access these
9. Empower carers and their families to enable autonomy, encouraging tapping into existing networks and surrounding community support

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10. To obtain feedback from Carers and families to inform service development
11. To tap into or arrange social opportunities/activities and groups for carers as appropriate to support plans, including promoting service Carer Learning Programmes.
12. Work closely with services within DCA and partnering agencies; following processes to refer and follow up
13. To form close links and partnership working relationships with services and organisations within Derbyshire for the benefit of all age Carers and their families, attending networks and workshop opportunities as required
14. To maintain up-to-date knowledge of developments in local and national Carers' Strategy, Social Care and Health sectors and the wider community: their relevance for Carers and apply this knowledge in delivering services to Carers and their families.
15. To attend mandatory training and identified training as required including shadowing of other key roles to keep up to date with other key areas of DCA
16. To participate in team meetings, team building, training activities and appraisal to enhance personal and professional development.
17. To prepare for and participate in regular supervision meetings and seek additional supervision, as appropriate. This include setting goals with PDRs.
18. To support volunteers and sessional workers within agreed procedures.
19. To maintain records, collect statistical data, provide reports and store and share information in accordance with requirements of the post, Derbyshire Carers policies and protocols and the Data Protection Act.
20. To work to Action Plans with timescales and monitoring systems, as identified by Service Managers.
21. To work with Health and Safety Law, Confidentiality, Equal Opportunities and organisational policies and procedures, as integral to safe practice in the service provided to Carers.
22. Work alongside the engagement team to build and maintain community relationships, including but not limited to: GP surgeries, hospitals, community centres, Education settings, Health hubs and other professional settings to raise awareness of Carers' needs and what support is available for them.
23. Work collaboratively with Engagement workers where and when necessary to deliver service requirements across the all age service
24. Provide cover for other roles of an all age service as and when service provision is required and set out by operational line management
25. To undertake other reasonable duties associated to the role. In addition to your normal duties, due to the fact that DCA is a small organisation, you will be required to undertake other duties from time to time as the Charity may reasonably require.

Job descriptions may be reviewed from time to time to take into account the changing circumstances and developments of the Charity, following discussion with the post holder



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Young Carers Support Worker Person Specification

Attributes		E/D
General	<ul style="list-style-type: none"> Youth work experience Working with young people from diverse and often difficult backgrounds Resource management Partnership working with a range of organisations An understanding of young people at transition stages & the interface with school systems, health issues & family relationships A commitment to equal opportunities, and a sensitivity to the needs of children and young people from diverse background Safeguarding knowledge Understanding of the issues facing Young Carers and the impact of a caring role Understanding of government legislation and policies concerning young carers and their families Experience of support work 	E E E E E E E E D D
Qualifications and Training	<ul style="list-style-type: none"> A range of GCSEs A* to G or equivalent Educated to degree Level or equivalent Relevant professional qualifications, Higher Education/Degree Level A recognised youth-work qualification or equivalent 	E D E D
Experience	<ul style="list-style-type: none"> 2+ years' experience in social care or education 	D
Knowledge, skills and abilities	<ul style="list-style-type: none"> Communication skills Time management skills The ability to work independently Competent IT skills Flexibility 	E E E E E E
Personal Qualities	<ul style="list-style-type: none"> A helpful and friendly approach Ability to demonstrate empathy and compassion. A caring nature Dedicated and committed Honesty and integrity 	E E E E E

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Derbyshire All Age Carers Support Service



Additional requirements:

Safeguarding

DCA is committed to the safeguarding and protection of young people, vulnerable adults and children. Employment will be subject to the receipt of two satisfactory professional references, and [an enhanced DBS certificate]

Driving License

A full driving license with a vehicle insured for business use (minimum of 4 seats) is required to undertake the role.



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