**All Age Carer Support worker**

**Position:** All AgeCarer Support Worker

**Salary** £24,611 to £26,384 per annum pro rata

**Hours** 22.5 hours per week (may include evenings & weekends)

**Reports To:** DerbyshireEngagement Service Lead

**Area:** Primarily covering Southern Derbyshire with expectation to travel to other areas of county

**Base:** Ripley Carers Centre, home and community working

**Contract length:** 2 years

**Overall Objective:** To provide person centered service alongside a think family approach with an aim to offer support, navigation of services, signposting and information. Advocacy with young carers and signposting for adult carers. Identifying and 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 and providing information and advice to support them in their often difficult and challenging role.

You’ll be a part of the Engagement Team and will engage with carers, partner agencies and professionals to strengthen pathways and increase carer identification / self-identification. The role will ensure we have visibility within communities by providing a range of support. You will raise carer awareness through presentations and information sessions to carers, community services and professionals via virtual platforms and face to face.

 **Main Responsibilities:**

**‘Carers’ refers to Young Carers, Young Adult Carers and Adult Carers of all ages from 5 upwards.**

* To work within a structured process in dealing with new and existing carers, which records and monitors a carers’ journey.
* Proactively identify and support carers from a range of diverse backgrounds being flexible in
* approaches to support.
* Work with partner agencies and professionals to raise awareness and increase carer identification.
* Have visibility within communities by providing Carers Clinics, Support Groups, Cuppa & Chats, Drop-in sessions and carers hubs / roadshows – on both virtual platforms and face to face.
* Attend / facilitate wellbeing and learning sessions for carers – on both virtual platforms and face to face.
* Raise carer awareness through the delivery of presentations and information sessions to carers, community services, professionals and schools via virtual platforms and face to face.
* Offer an inclusive accessible service to all carers; including those carers who may not access support otherwise. This includes underrepresented carers, carers of all ages and carers from minority communities.
* Be part of a rota to provide a carers helpline and online queries between the opening days and hours of the service which are typically Monday to Friday 9am-5pm with flexibility.
* Provide Carers with information, advice and support on local and national services which will support their social, emotional and physical wellbeing.
* Empower carers and their families to enable autonomy, encouraging tapping into existing networks and surrounding community support.
* To obtain feedback from Carers and families to inform service development.
* To tap into or arrange social opportunities/activities and groups for carers as appropriate to support plans, including promoting service Carer Learning Programmes.
* 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.
* 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.
* To participate in team meetings, team building, training activities and appraisal to enhance personal and professional development.
* To prepare for and participate in regular supervision meetings and seek additional supervision, as appropriate. This include setting goals with PDR’s
* To support volunteers and sessional workers within agreed procedures.
* 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.
* To work to Action Plans with timescales and monitoring systems, as identified by Service Managers.
* 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.
* Work alongside the support team to build and maintain relationships, including updating on carer opportunities in localities.
* Carers support workers within engagement will be expected to work collaboratively with the roles in Support Service where and when necessary to service requirements over the all age service.
* Provide cover for other roles of an all age service as and when service provision is required and set out by operational line management. This includes covering other areas in Derbyshire.
* Any other duties as directed by management, which are within the Memorandum and Articles of Association of the Company.

**Job description’s 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.**

**Person Specification:**

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| **Attributes** | **E/D** |
| **General** | * Good communication / interpersonal skills
* Knowledge of GDPR
* Knowledge of safeguarding
* Positive and proactive attitude
* Ability to forward plan and organize own workload
* **Driving License** A full driving license with a vehicle insured for business use is required to undertake the role.
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| **Qualifications and Training**  | * Good general education to NVQ standard or demonstrable equivalent
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| **Experience** | * At least 1 years’ experience in education, social care, the voluntary sector or similar role.
* Practical knowledge and understanding of issues effecting Carers and their families.
* Experience of confidently presenting and working with adult social care and health leads.
* Experience of delivering training.
* Good knowledge of support services in Derbyshire.
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| **Knowledge, skills and abilities** | * Be a clear, logical and persuasive communicator across various audiences
* Time management skills
* The ability to work independently
* Understanding of carers issues impacting on them; including under-represented carers
* Knowledge of services and provisions supporting unpaid informal carers
* Committed to undertake appropriate training associated to the role
* Competent IT / digital skills in order to record and maintain accurate data, deliver and facilitate meetings
* Presentation skills
* Networking skills
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| **Personal Qualities** | * A helpful, friendly and compassionate approach
* Ability to demonstrate non-judgemental, empathetic and sensitive attitude
* Resilience and ability to cope with difficult conversations
* A caring nature
* Dedicated and committed
* Flexibility and adaptability to meet the changing needs
* Passion to deliver a safe service
* Work independently as well as part of a team
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**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]