**Carers Support worker**

**Role Description**

**Position:** All Age Carer Support Worker

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

**Hours:** 30 hours per week (may include evenings & weekends)

**Reports To:** Adult Support Team Service Lead

**Area:** Derbyshire All Age Carers Service

**Base:** 3 Park Road, Ripley, Derbyshire, DE5 3EF.

**Contract length:** 2 years with possible extension subject to funding.

**Overall Objective:** To provide a person-centered service within a Whole Family approach to offer support, navigation of services, signposting and information. This will include 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, reducing isolation and providing information and advice to support them in their often difficult and challenging role.

**Main Responsibilities:**

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

**Staff will work primarily with either Young Carers (5-17), Young Adult Carers (17-25) or Adult Carers (18+) as specified/agreed with individuals. However, all staff will carry out support across all ages.**

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; using DCA databases for recording and process carer information.
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, and record effectively.
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, which is operated from head office
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
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. Any other duties as directed by management, which are within the Memorandum and Articles of Association of the Company.