

# CarersBucks

## JOB DESCRIPTION

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| Job title:      | Adult Carers Support Worker  |
| Team:           | Adult Carers Support Team  |
| Salary:         | £21,000 to £22,250   |
| Hours:          | 37 hours per week  |
| Duration:       | Permanent  |
| Location:       | Home based with a geographic focus of Buckingham, Winslow and the villages North of Aylesbury. |
| Responsible To: | Adult Carers Team Leader   |

### Job Aim

The Adult Support Worker's main role is to provide advice, information, guidance and emotional support to adult carers in Buckinghamshire. This includes working carers, condition specific carers, parent carers and former carers.

The Adult Carers Support Worker should be supportive but act in such a way as to discourage dependency on the part of the adult carer.

To identify and assist previously unidentified carers.

As primary health services develop, to work with GP practices and Primary Care Networks to ensure that they identify and support their patients who are carers and refer them to Carers Bucks.

As primary health services develop to have responsibility for a geographic area and to be the face of Carers Bucks in that area including identifying community assets which would be of benefit to carers.

### Main duties

- To provide accurate and timely advice, information, guidance and emotional support to adult carers via the telephone, e-mails, face to face, Skype/FaceTime and group sessions
- To use triaging tools to identify the level of support that carers need
- To use assessment and planning tools to develop more in depth support for those carers assessed as having higher support needs
- To refer carers for a Carers Assessment as appropriate

- To support carers in setting up an emergency plan in case the carer is suddenly unable to care for a period
- To develop and maintain a high level of knowledge and understanding of carers needs/issues and the services and benefits available to them
- To refer carers to other services which would be of benefit to them
- To develop a network of contacts with other organisations to further the support of carers and raise the awareness of carer issues
- To seek opportunities to identify 'hidden' carers and to publicise services available to them
- To represent Carers Bucks support service to GP practices and Primary Care Networks in a specific geographic area and develop a good knowledge of the community assets in that area and to share that knowledge with the team
- To provide advice to managers and other staff on current issues and developments affecting carers' support
- To ensure that carers records are up to date and accurate
- To participate in the carers support duty rota as specified by Carers Bucks
- To undertake day-to-day administrative tasks and attending staff/team meetings
- To participate and representing Carers Bucks in joint activities e.g. AGM, National Carers Week, Carers Rights Day, open days, other promotional events and conferences
- To gain qualifications relevant to adult carers support work as specified by your manager
- To undertake relevant training and be pro-active in assessing own training needs
- To keep accurate records on all aspects of the work for monitoring and evaluation purposes
- To maintain productive and professional relationships with other Carers Bucks staff at all times
- To facilitate carers support groups and carer training programmes in conjunction with the Training and Volunteer manager
- To manage volunteers to support the carers support service
- To support social events which provide carers with a break from caring and reduce their social isolation
- To work cooperatively with Carers Bucks fundraising team
- To work cooperatively with Carers Bucks communications team

- Any other duties as reasonable required by Carers Bucks

### **Key Skills, abilities and attributes**

- To be empathic, with the ability to deal with confidential issues in a professional manner
- To have excellent listening and communication skills and the ability to use motivational interviewing techniques
- To be well organised and passionate about supporting carers
- To be able to provide accurate and timely advice and information to adult carers via the telephone, e-mails, face to face, Skype/FaceTime and group sessions
- To be able to use triaging tools to identify the level of support that carers need following training
- To be able to use assessment and planning tools to develop more in depth support for those carers assessed as having higher support needs following training
- The ability to develop and maintain a high level of knowledge and understanding of carers needs/issues and the services and benefits available to them
- The ability to develop a network of contacts with other organisations to further the support of carers and raise the awareness of carer issues
- The ability to seek opportunities to identify 'hidden' carers and to publicise services available to them
- The ability to represent Carers Bucks support service to GP practices and Primary Care Networks and develop a good knowledge of community assets
- The ability to keep carers records up to date and accurate
- The ability to use standard office IT packages
- The ability to use Carers Bucks data base following training
- Ability to manage volunteers
- The ability to gain qualifications relevant to adult carers support work
- The ability to maintain productive and professional relationships with other Carers Bucks staff at all times
- A commitment to the values and ethos of Carers Bucks
- The ability to work cooperatively with Carers Bucks fundraising team
- The ability to work cooperatively with Carers Bucks communications functions

- The ability to facilitate carers support groups and carer training programmes in conjunction with the Training and Volunteer manager
- The ability to support social events which provide carers with a break from caring and reduce their social isolation

## **Person specification**

### **Qualifications and Experience**

- At least two years' experience of working within the advice/information field (E)
- Experience of working with carers (D)
- Experience of working with adult carers (D)
- A full driving licence and access to own transport (E)
- Experience of working with health and social care professionals (D)

### **Knowledge and Understanding**

- A clear understanding of the issues affecting adult carers and their support needs (E)
- Understanding of welfare benefits system (D)
- Understanding of the needs of adult carers and of the issues around access / barriers to services (D)
- Demonstration of a commitment to equality and diversity (E)
- Ability to understand Adult Safeguarding policies (E)
- A good level of knowledge and understanding about developments in health and social care services (D)

### **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)
- Ability to gain qualifications relevant to adult carers support

### **Personal Attributes**

- Highly self-motivated with ability to use own initiative (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 of Carers Bucks (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Bucks (E)
- A commitment to team working (E)

E = Essential

D = Desirable

