

CarersBucks

JOB DESCRIPTION

Job title:	Young Carer Support Worker
Team:	Young Carer and Young Adult Carers Support Team
Salary:	£21,000 to £22,250
Hours:	37 hours per week
Duration:	Permanent
Location:	South of Buckinghamshire
Responsible To:	Young Carers and Young Adult Carers Team Leader

Job Aim

The Young Carers Support Worker's main task is to assess young carers (YCs) needs and identify the support they require from our services or other appropriate services in the county.

The support worker will either refer to our in house programme of one to one support, small targeted group work courses and young carer clubs and activities, or refer and signpost to other appropriate support services.

The Support Worker will work with a team of staff and volunteers to deliver a local service of one to one support including school drop-in services, targeted group work courses and clubs and activities in a geographical area of Buckinghamshire.

Support Workers will identify and assist previously unidentified YC including those in schools, community services, social services, GP surgeries.

As Family Support, Early Help Services and Family Centres develop, Support Workers will work in partnership with them to ensure that they identify and support YCs in their services and work as part of multidisciplinary teams to support YCs and YACs and their families.

Support Workers will have responsibility for a geographic area and will be the face of Carers Bucks YC services in that area, including identifying community assets, activities and funders could would be of benefit to YCs.

Main duties

- To receive referrals and undertake YC assessments in your geographical area. Allocate young people to the level of support they require to support their caring needs.

- Work with staff and volunteers to plan and deliver regular clubs and activities which provide young carers with the opportunity to have time away from their caring role and enjoy social educational activities including targeted support groups.
- Provide planned and time limited one to one support for carers at school/college drop-in services, at Family Centres and with other family members or places if appropriate.
- Provide support to schools in a geographical area to run young carers groups and provide targeted support sessions at the schools if requested.
- To use assessment and planning tools to develop more in depth support for those carers assessed as having higher support needs.
- To work in close partnership with the Adult Carers team in your area and ensure a joined up whole family approach is undertaken when appropriate.
- When appropriate refer carers to other services which would be of benefit to them such as uniformed youth groups, sports and social clubs and activities in their local community.
- 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 ensure that carers records are up to date and accurate
- To answer incoming telephone calls when office based
- To undertake day-to-day administrative tasks and attend staff/team meetings
- To participate and representing Carers Bucks in joint activities e.g. AGM, Young Carers Day, open days, other promotional events and conferences
- To gain qualifications relevant to YC 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 all other Carers Bucks staff at all times
- To work cooperatively with Carers Bucks fundraising team
- To work cooperatively with Carers Bucks communications team, in particular to identify those YCs who would be willing to talk to the media about their situation
- To facilitate other professional training in your area in conjunction with the Training and Volunteer manager

- Any other duties as reasonably required by Carers Bucks

Key Skills and abilities

- Experience of working with children and young people
- Excellent listening and communication skills
- Well organised and passionate about supporting YC
- To be able to interact positively with children, young adults and their families
- To be able provide accurate and timely advice and information to parents YCs via the telephone, e-mails FaceTime, Skype and in their homes
- To be able to use assessment and planning tools to identify the support that YCs following training
- The ability to develop and maintain a high level of knowledge and understanding of YA needs/issues and the services and benefits available to them
- The ability to develop a network of contacts with schools and other organisations in your geographic area to further the support YC to raise the awareness of their issues
- The ability to keep carers records up to date and accurate
- The ability to use standard office IT packages and Carers Bucks data base following training
- The ability to gain qualifications relevant to YC support work
- The ability to maintain productive and professional relationships with other Carers Bucks staff at all times
- The ability to work cooperatively with Carers Bucks fundraising team
- The ability to work cooperatively with Carers Bucks communications functions
- The ability to facilitate young carer training programmes in conjunction with the Training and Volunteer manager

Person specification

Qualifications and Experience

- At least two years' experience of working with children and young people (E)
- Experience of working with YCs (D)
- Experience of working with YACs (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 YCs and their support needs (E)
- Understanding of the needs of YCs and the issues around access / barriers to services (D)
- Demonstration of a commitment to equality and diversity (E)
- Ability to understand Children's and Adult's Safeguarding policies (D)
- A good level of knowledge and understanding about developments children and young people's services in Buckinghamshire (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 YC support

Personal Attributes

- Highly self-motivated with the ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours including evening and weekend work (E)
- Ability to promote the needs of YCs 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