



## Job Description

### Adult Carer Support Worker

Job reference: ACSW0218

- Job Title:** Adult Carer Support Worker
- Job Purpose:** To support unpaid adult family carers to maintain their wellbeing, and access information and other support.
- Job Context:** Carers in Bedfordshire is a registered charity that is governed by carers, for carers. Its work is to ensure carers care while maintaining their health and wellbeing, and are properly valued and supported by the government and the community.
- Grade/Salary:** Grade 3, starting salary £20,516 FTE (pro rata for part time hours)
- Role 1:** Part-time. 60% FTE: 21 hours per week. Preferred days Tues, Thurs, Fri. Weekend and/or evening work will be required (on average 1 Saturday afternoon a month, 2 evenings a month)
- Location:** Carers in Bedfordshire's Leighton Buzzard Office (2 days a week) and Luton and Dunstable Hospital Lounge (1 day a week)
- Role 2:** Part-time. 40% FTE: 14 hours per week. Preferred days Mon, Weds. Weekend and/or evening work will be required (on average 1 Saturday afternoon a month, 1 evening a month)
- Location:** Carers in Bedfordshire's Biggleswade office.
- The role will require working at Carers in Bedfordshire's other offices and attendance at other venues to attend CiB activities and meetings

#### Duties and responsibilities:

- Identify, assess needs and provide support to carers. This may include but not be limited to: conducting preliminary assessments, supply of information, signposting/referral to other agencies and organisations as well as colleagues within Carers in Bedfordshire, acting as support worker 'on call', attending Carers Cafes, and provision of emotional support
- Support carers to access both statutory, public and other voluntary services within Bedfordshire when appropriate.
- Ensure support for carers is reviewed ensuring ongoing provision of information and contact so changes in need are identified and the most appropriate support offered
- Identify where group support, including carer groups and training, will address carers needs, and deliver such support, working as appropriate with volunteers to maximise outcomes for carers
- In collaboration with colleagues, develop and maintain a schedule of awareness and or promotion initiatives for carers, and develop and oversee volunteers to respond to carer enquiries, undertake review calls, take bookings for events or training and/or make outgoing calls to carers
- Work with colleagues to identify areas of unmet need and develop ideas and projects; contribute to securing funding as required
- Collect data and monitor and evaluate activities to ensure outcomes are achieved, and documented
- Ensure the service operates within local Safeguarding Board practice; engage in training and apply appropriate safeguarding practice
- Keep up to date with changes in legislation and local services which may affect the lives of carers and/or impact our service

- Keep orderly and confidential records of all work completed and ongoing for individual carers, ensuring continuity of services for them in your absence.
- Ensure expenditure is maintained within budgetary constraints
- Represent Carers in Bedfordshire and act as a local ambassador for carers
- Support outreach and awareness raising work, for example in Carers Week

### **Other responsibilities**

- Ensure personal information is collected, stored, and managed appropriately within confidentiality and data protection requirements
- Ensure central information systems are up-to-date including shared and personal calendars
- Adhere to Carers in Bedfordshire's standards, policies and procedures
- Participate in training and other organisational briefings and activities and maintain an up to date knowledge of carers' needs and Carers in Bedfordshire's services
- Attend regular supervision sessions and staff/team meetings
- Undertake such personal training as may be required to keep up to date and fulfil professional requirements
- Have a collaborative and flexible approach to work
- Some evening and weekend working is expected as part of your normal designated hours, and occasional nights away from home may be required

### **Additional Duties:**

This job description is not exhaustive and serves to highlight the main requirements of the post holder. It is the very nature of the work that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by your job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with your regular type of work.

### **Responsibility:**

You will be responsible to the Chiltern Vale and Leighton Buzzard Locality Lead and, ultimately, to the Board of Directors.



**Person Specification**  
**Adult Carer Support Worker**

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>1. Qualifications</b>	Educational qualifications to 'A' level or equivalent level or equivalent professional experience, for example in health, social care and/or working with families with caring responsibilities G.C.S.E or equivalent English Language and Mathematics	Degree level qualification or specialist qualification in a relevant subject
<b>2. Relevant Experience and knowledge</b>	<p>Experience in an advice, information or support role in a voluntary, social work, health or similar setting</p> <p>Understanding of and sensitivity to the needs and difficulties faced by carers and families affected by a caring role</p> <p>Experience of working with vulnerable people and understanding of their needs</p> <p>Experience of working with volunteers and their role in delivering services</p> <p>Experience of supporting and nurturing support groups, outreach services or activities and/or events for clients</p> <p>Demonstrates ability to apply safeguarding knowledge in practice</p> <p>Knowledge of the legal implications of working with vulnerable people including confidentiality, safeguarding of children and vulnerable adults, health and safety and data protection</p> <p>IT literacy: good level of competence with Outlook, Excel, Word and PowerPoint</p> <p>Familiarity with Carers Rights and relevant legislation pertaining to Carers issues</p> <p>Experience working with people from diverse and/or disadvantaged backgrounds</p>	<p>Experience working in a commissioned not-for-profit environment</p> <p>Experience of making assessments of need in a voluntary, social work, health or similar setting</p> <p>Level 2 Adult Safeguarding</p>
<b>3. Skills, Abilities and Qualities</b>	Effective and sensitive communication and advocacy skills in writing and verbally, to clients, stakeholders and colleagues	

	<p>Ability to work effectively without constant supervision and as part of a team</p> <p>Ability to work in partnership with a range of agencies and organisations</p> <p>The skills and resilience occasionally to cope with distressing situations.</p> <p>Effective time management and prioritizing skills</p> <p>Demonstrates client focus</p> <p>Effective in collecting and sharing data and record keeping including use of a database</p> <p>A commitment to equal opportunities and a sensitivity to the needs of adults and families from diverse backgrounds</p> <p>Willingness to adapt practice continually in response to experience</p> <p>Good general health</p> <p>Proven reliability, friendliness, enthusiasm, professional demeanour and sense of humour</p>	
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This post is subject to an enhanced DBS check