



Job Description

Adult Carer Support Worker (Parent Carer specialism)

Ref: PCSW19

Job Title:	Adult Carer Support Worker (Parent Carer Specialism)
Job Purpose:	To support parent carers including acting as an expert to other workers in the organisation. Focus on Ivel Valley/West Mid Beds locality
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.
Reports to:	Parent Carer Support Coordinator
Key relationships:	Parent Carer Support Worker(s) Adult and Young Carer Support Workers Volunteers
Grade/Salary:	Grade 3; starting salary £20,516 FTE (pro rata for part time hours)
Hours:	up to 16 hours a week; weekend and/or evening work will be required; flexible working including term time working available
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

Working from Home/using remote access to work:

Your entitlement is:

You may work from home on an occasional basis by agreement with your Lead

In adverse weather and/or exceptional circumstances and/or extreme situations you may work from home by arrangement with your lead.

Duties and responsibilities:

- Identify, assess needs and provide support to parent carers. This may include but not be limited to conducting preliminary assessments, supply of information, attending Carers Cafes, provision of emotional and practical support and signposting/referral to other agencies and organisations as well as colleagues within *Carers in Bedfordshire*
- Support carers to access both statutory, public and other voluntary services within Bedfordshire when appropriate including supporting parent carers' involvement in the review and planning of services for them and the child(ren)
- As appropriate, work closely with the Sibling Carer Co-ordinator and members of the Young Carers team to provide a whole family approach
- Assist parent carers in understanding the difficulties they may face when their child with additional needs begins the transition from young to adult services
- Provide emotional support, information, advice and advocacy to parent carers
- Facilitate outreach sessions such as support groups, focus groups and drop in sessions for parents when required.

- Keep up to date with changes in legislation and local services which will affect the lives of parent carers.
- Work with other support workers and provide expertise in parent carer issues when needed
- As appropriate, deliver in additional support areas, in line with experience and knowledge, e.g. support for carers of someone with a Learning Disability, with Dementia, Welfare and Benefits support
- Work closely with the Volunteer Co-ordinator to recruit and maintain a pool of volunteers with the appropriate skills, experience and attributes
- Keep careful and confidential records of all work completed and ongoing for individual carers, ensuring continuity of services for them in your absence.
- Collect data and monitor and evaluate activities to ensure outcomes are achieved, and documented
- 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
- Keep up to date with changes in legislation and local services which may affect the lives of carers and/or impact our service

Other responsibilities

- Ensure personal information is collected, stored, and managed appropriately ensuring confidentiality of information as appropriate
- 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 Parent Carer Support Coordinator and, ultimately, to the Board of Directors.



Person Specification

Adult Carer Support Worker (Parent Carer Specialism)

	Essential Criteria	Desirable Criteria
1. Qualifications	<p>Educational qualifications to 'A' level or equivalent level or equivalent professional experience, for example in health, social care and/or working with parents affected by caring</p> <p>G.C.S.E or equivalent English Language and Mathematics</p>	<p>Degree level qualification or specialist qualification in a relevant subject</p>
2. Relevant Experience and knowledge	<p>Experience in an advice, information or support role in a voluntary, social work, health or similar setting</p> <p>Knowledge of, and experience working with parent carers</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>Knowledge of the legal implications of working with vulnerable people including confidentiality, safeguarding of children and vulnerable people, 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 difficult backgrounds</p>	<p>Experience working in a commissioned not-for-profit environment</p>
3. Skills, Abilities and Qualities	<p>Effective and sensitive communication and advocacy skills in writing and verbally, to clients, stakeholders and colleagues</p>	

	<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</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.