



## Job Description

### Young Carer Support Coordinator

- Job Title:** Young Carer Support Coordinator (YCSC19)
- Job Purpose:** To work alongside the Young Carers Lead to ensure activities and targeted events for young, sibling and young adult carers are effective in delivering improved outcomes for young people, align with delivery obligations, and are delivered on time and budget.
- To support colleagues and volunteers to do so.
- To support individual young and young adult carers appropriate to their needs to achieve identified outcomes
- 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:** Young and Young Adult Carer Support Lead
- Job Grade:** Grade 4 (Starting salary, £23,235; pay review pending)
- Hours:** up to 21 hours per week (15 hours minimum); some weekend and evening work will be required
- Direct reports:** Young Carer Support Workers and volunteers as directed
- Location:** Carers in Bedfordshire's Bedford Office,  
Suite K, Sandland Court, Pilgrim Centre, Brickhill Drive,  
Bedford MK41 7PZ
- 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:**

##### **Service delivery and development**

- Work with Young and Young Adult Carer Support Lead to ensure service provision delivers on contractual and funding commitments while delivering an effective service to young and young adult carers
- Ensure a range of activities including young carer clubs, young adult carer groups, peer mentor training, young carer training sessions, residentials, school partnerships, 1-2-1 support sessions, etc. are appropriately resourced with staff and volunteers, adequately planned and documented

including the recording of target outcomes, attendance and feedback, with activity captured on our client database

- Identify and work with schools and colleges to facilitate the support of young carers in a school environment, including but not limited to: coordinating and delivering assemblies, drop-ins and clubs; supporting the activities of young carer peer mentors, including working with School Link Workers; organising and facilitating School Networking Events
- Collect data and monitor and evaluate activities to ensure outcomes are achieved and documented
- Liaise with referrers including reporting back on action taken where appropriate
- Contribute to the development and implementation of plans for supporting young carers and young carers, working with colleagues, including but not limited to adult carer support workers, cafe organiser and other agencies to ensure the range of services we offer meets the needs of young and young adult carers
- Support young and young adult carers registering with *Carers in Bedfordshire* appropriately to their needs including but not limited to conducting assessments, supply of information, attending Carers Cafes, supporting with Carers Grant applications, holding a case load of young carers, provision of emotional support and signposting/referral to other agencies and organisations as well as colleagues within *Carers in Bedfordshire*
- Where appropriate, act as a lead professional in the Young Carer team, including advocating on behalf of young and young adult carers where required, for example with Local Authority social work teams, health professionals, educational bodies, other agencies, etc.
- On request, act as Deputy Designated Person for Child Protection for Carers in Bedfordshire, ensuring the service operates within local Safeguarding Board practice and CIB policies, and team members are supported to apply appropriate safeguarding experience
- Contribute to the information available to disseminate to young and young adult carers through print, social media, and other mechanisms, working with the Carer Information and Communication Officer and colleagues
- Compile reports for our core contract and other funders
- Keep up to date with changes in legislation and local services which may affect the lives of parent carers and/or impact our service

### **Team management and development**

- Support direct reports and volunteers in line with organisational policies, including induction, supervision, appraisal and training

### **Budgeting, finance and resource management**

- Ensure activities and events you are accountable for are delivered within budgetary constraints working with Finance colleagues and the Young and Young Adult Carer Support Lead

### **External relationships and engagement**

- As required, represent Carers in Bedfordshire and act as a local ambassador for young and young adult carers
- As required, work with statutory and third sector providers involved with young carers, including liaising with Engagement teams, school networks and other multi-agency meetings.
- Support outreach and awareness raising work, including Carers Week

### **Other responsibilities**

- Ensure personal information is collected, stored, and managed appropriately ensuring confidentiality of information as appropriate, including compliance with Data Protection legislation and guidelines
- Monitor and maintain a safe and secure working environment at all times.

- Participate in training and other organisational briefings and activities and maintain an up to date knowledge of parent 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 services 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 Young and Young Adult Carer Lead and, ultimately, to the Board of Directors.



## Person Specification

### Young Carer Support Coordinator

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>1. Qualifications</b>	<p>Educational qualifications to 'A' level or equivalent level or equivalent professional experience in social care, health, family work, or a related field</p> <p>G.C.S.E or equivalent English Language and Mathematics</p>	<p>Degree level or higher level qualification in a relevant subject</p>
<b>2. Relevant Experience and knowledge</b>	<p>Experience of delivering a service of young people and/or families in response to identified need(s)</p> <p>Understanding of and sensitivity to the needs and difficulties faced by young, sibling and young adult carers and families affected by a caring role</p> <p>Experience coordinating multiple projects or activities simultaneously, working with people, budgets, and establishing/reviewing processes and working practices</p> <p>Experience of using assessment tools with young people or families to assess need and required outcomes of support</p> <p>Understanding of using client outcomes as a mechanism of measuring effectiveness</p> <p>Experience collecting feedback from young people on activities and preparing activity reports</p> <p>Experience managing and manipulating client data, including sensitive and personal information</p> <p>Experience of collaborative/multi-agency working to achieve common goals including working with schools/colleges</p> <p>Advanced competence with Microsoft Office systems to manage daily activity</p> <p>Advanced competence in using client database to process and report on client data</p> <p>Experience of applying safeguarding of children policy and best practice</p>	<p>Experience working in a commissioned not-for-profit environment</p> <p>Experience of working with volunteers and their role in delivering services</p> <p>Familiarity with the Multidimensional Assessment of Caring Activities (MACA), Positive and Negative Outcomes of Caring (PANOC) and Post Intervention Self-Assessment (PISA) tools</p>

	<p>Knowledge of the legal implications of working with vulnerable adults, health and safety and data protection</p> <p>Familiarity with Carers Assessments, Carers Rights, and relevant legislation pertaining to Carers issues</p> <p>Some experience of team leadership and/or supervision of others' work</p> <p>Experience working with people from diverse backgrounds</p> <p>Basic understanding of budgets and financial monitoring</p>	
<p><b>3. Skills, Abilities and Qualities</b></p>	<p>Effective and sensitive team working, advocacy and communication skills, in writing and verbally, to clients, stakeholders and colleagues</p> <p>Effective influencing skills to gain commitment, confidence and compliance</p> <p>Aptitude in finding creative solutions to complex problems</p> <p>Ability to work without constant supervision</p> <p>The skills and resilience occasionally to cope with distressing situations.</p> <p>Effective time management and prioritizing skills</p> <p>Able to identify safeguarding concerns and apply organisational safeguarding policies and procedures</p> <p>Demonstrates client focus</p> <p>Effective in collecting and sharing data</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>	

This post is subject to an enhanced DBS check.