

# **CARERS SUPPORT CENTRE (CSC)**

## **JOB DESCRIPTION**

<b>Job title:</b>	Young Carers Support Worker
<b>Responsible to:</b>	Senior Young Carers Development Officer
<b>Hours:</b>	37.5 hrs per week (full time) Permanent post. Includes regular evening and occasional weekend - see flexible working statement
<b>Salary:</b>	<b>£24,786 p.a.</b>
<b>Place of work:</b>	CSC, The Vassall Centre, Bristol BS16 2QQ

### **Aims of the post**

#### **To:**

- Improve the health, well-being and safeguard the interests of children and young people adversely affected by their caring roles for family members in Bristol.

### **Main tasks**

#### **Main Duties and Responsibilities:**

#### **To:**

1. Be part of the Young Carers team, identifying and supporting young carers under the age of 18 living in Bristol and S. Gloucestershire
2. Respond to referrals for the service and carry out statutory young carers assessments taking a 'whole family' approach.
3. Produce and maintain individual support plans for all young carers on caseload.
4. Refer young carers and families to statutory or voluntary sector services to address any additional support needs.
5. Provide one-to-one support and advocacy as appropriate for individual young carers; providing a single point of access as a named keyworker.
6. Liaising with schools to raise awareness of young carers, and work closely with staff in supporting young carers on caseload.

7. Link with Young Carers in Schools Development Coordinator to refer schools who would benefit from the Programme.
8. Participate in multi-agency meetings such as team around the family, child protection conferences and child-in-need reviews.
9. Manage caseload efficiently and effectively, operating under CSC's tiered service offering
10. Refer young carers for quality 'safe' events, trips and activities and support for young carers with identifiable aims and objectives organised by CSC.
11. Occasionally provide support in group work sessions and on activities/trips organised by Young Carers Service.
12. Ensure a holistic, responsive approach, supporting young carers to reach their full potential.
13. Take responsibility for administrative work associated with the project (both internally and externally provided), e.g. publicity, consent, record keeping, risk assessments, transport, database etc.
14. Keep effective and accurate monitoring, evaluation and assessment/review paperwork. Providing all necessary information by agreed deadline in line with the service level agreement for service.
15. Achieve outcomes and KPI's connected to the service in relation to the role.

### **General Duties and Responsibilities**

#### **To:**

1. Ensure that all work is carried out within agreed policies and procedures having particular regard to confidentiality, equal opportunities, child protection and health and safety.
2. Contribute to publicity and promotional materials and events including providing material for CSC's magazine; Carers News and Voice (Young carers publication) as required.
3. Participate positively in staff and team meetings and contribute, as appropriate, to CSCs work.
4. Attend supervision, appraisal and development training as agreed with line manager
5. Undertake any other duties commensurate with the grading of the post as agreed with the Young Carers Service Manager or Senior Young Carers Development Officer.

## PERSON SPECIFICATION

		Essential	Desirable
<b>Qualifications And education</b>	Professional qualification in Youth, Health or Social Care	Yes	
	Counselling children and young people		Yes
	Evidence of continued professional development	Yes	
<b>Demonstrable Experience of:</b>	The needs and issues facing young carers and the impact on them of carrying out a substantial caring role	Yes	
	Working (two years minimum) front line in children and family support, including community-based work.	Yes	
	Managing a case load, whole family assessments and prioritising urgent referrals.	Yes	
	Working with individuals needing emotional support in crisis.	Yes	
	Working with groups of children and young people	Yes	
	Organising and leading trips and activities		
	Monitoring and evaluating projects and services, including responding to the differing requirements of funding bodies.	Yes	
	Working holistically, finding creative solutions with a multi-agency approach	Yes	
<b>Knowledge of</b>	Current Health and Social Care Issues, and of the Voluntary Sector		Yes
	Government legislation relating to young carers	Yes	
	Child protection issues, safeguarding and experience of managing 'at-risk' families.	Yes	
	Referral pathways within statutory services and voluntary sector.	Yes	
	Knowledge and ability to monitor and evaluate projects and services.	Yes	

	Local area knowledge; in particular local issues		Yes
	Good practice in parenting skills		Yes
	A wide variety of physical and mental health conditions		Yes
	Substance misuse		Yes
<b>Professional Skills</b>	Excellent organisational and time management skills, and the ability to plan and prioritise work and respond well to challenges	Yes	
	Excellent interpersonal, communication, influencing and networking skills, with the ability to relate to people from a wide range of backgrounds and at all levels in a variety of organisations	Yes	
	Ability to communicate appropriately with children and families, who may be under stress.	Yes	
	Active listening and communicating skills	Yes	
	Ability to work as part of your team and independently with minimal support	Yes	
	Ability to work under pressure and deal with competing demands on your time	Yes	
<b>Technical Skills</b>	Excellent ICT –sound working knowledge of Microsoft Office 365 and SharePoint,	Yes	
	Social media skills – Facebook , Twitter and Instagram		Yes
<b>Qualities</b>	Commitment to high quality Young Carer focused services	Yes	
	A commitment to and an ability to work in accordance with Diversity and Equal Opportunities Policies.	Yes	
	An innovator with the ability to come up with creative solutions to problem solve	Yes	
<b>Other</b>	Ability to fulfill the transport requirements of the role	Yes	
	Able to work regular evenings/occasional weekends	Yes	

**CSC Flexible Working Statement:**

Many CSC roles involve a degree of flexible working; due to the nature of our work with carers, who may be at work, or in education during normal office hours. As a result, we take a flexible working approach, which we feel is of benefit to staff, service users and the wider team. In this role, you may work late (up to 6 PM) in order to carry out a Young Carer Assessment. Or, you may assist at a group work session, or trip, which may involve a later finish (though this will be less often and with notice). To mitigate the impact of this staff can either start later on that day or accrue any additional working hours and take these at a later date as Time Off In Lieu (TOIL). Please contact us if you require any further clarification on this, prior to submitting an application. Specific arrangements around flexible working would be discussed and agreed on appointment.