

Sunderland Carers Centre

Job Description

Post	Carer and Family Support Link Worker
Salary	£22,888.00 per annum
Hours of Work	35 hours per week
Holidays	25 days per year (pro rata)
Location:	Sunderland Carers Centre, Thompson Road, Sunderland
Responsible to:	Operations Manager

Job Summary. The Carer and Family Support Link Worker will be initially responsible to the Operations Manager at Sunderland Carers' Centre.

Emphasis will be placed on the development of a whole family approach to engage carers and families in services which are appropriate to identified needs. Additionally, providing a range of solution focussed support options as identified through a support planning process.

The Carer and Family Support Link Worker will support carers at statutory agency meetings and other agency meetings as necessary. They will work with an agreed case load from the internal triaged tiered approach system.

Equal opportunities. Sunderland Carers Centre recognises that the needs of carers are paramount within the services it offers. The Centre is committed to a policy of equal access to employment and provision of its services regardless of race, religious or political beliefs, ethnic or national origin, culture, gender, sexuality age or disability.

Working Relationships.

Internal: The post holder is accountable to the Operations Manager with whom they will liaise on a regular basis.

The post holder will be ultimately accountable to the Board of Trustees and the Chief Executive Officer.

The post holder will support activity from the mechanisms within the Carers Centre to ensure carers are supported via the services delivered by Sunderland Carers Centre.

External: The post holder will ensure Sunderland Carers' Centre influences decisions that benefit carers at a locality level, working closely with the Integrated Health and Social Care teams from both statutory and voluntary sector partners

Main Duties, Responsibilities and Objectives of the post.

To provide a range of support options to carers using support planning tools and outcome focussed processes

To support carers to explore options to ensure that they can have a life outside of their caring role as appropriate and to enable carers to maintain their own wellbeing

Provide information and support options that minimises social isolation

To support carers at meetings with statutory agencies, service providers or other situations in connection with their caring role and /or advocate on their behalf

Maintain effective working relationships within Community Integrated Teams and MDT processes ensuring that carers identified are provided with a range of support options

Develop and maintain close links with GP surgeries by providing resources and awareness sessions

Promote carer wellbeing and individual choice

Develop mechanisms and use various contacts and approaches to reach and offer support to 'hidden carers' who may be unaware of services available

Work with the team to target hard to reach and new carers from under-represented and diverse communities ensuring information is given in appropriate languages and formats

To assist carers experiencing financial hardship by for example; applying for grants or funding, offering benefit checks, liaising with welfare services

To effectively support and aid navigation to vulnerable carers and complex carer cases including liaison with other agencies where required

Provide signposting, both assisted and non-assisted to carers and their families, to agencies that can provide support and assistance

Plan, deliver, develop and facilitate outcome focussed carer peer support groups

Plan, organise, facilitate and report on training and consultation sessions for carers around issues affecting carers locally, regionally and nationally

Facilitate training or carer awareness sessions to voluntary, statutory or private sector services, whose workers are likely to be in contact with carers

Link with and promote the role of Carer Champions/Leads across primary and secondary health, community and private sectors

Identify opportunities to develop new initiatives and new services for carers as appropriate including partnership opportunities

Working with the Operations Manager

Proactively engage with and build effective on-going working relationships with partners to ensure Sunderland Carers' Centre is actively promoted.

To provide best use of resources within the Carers Centre to support carers when they most need support.

To support the promotion of a public profile for the Centre, representing and supporting Carers and the Carers Centre in all appropriate forums.

Also

Carry out the necessary administration for this role accurately and within organisationally set standards including updating the Customer Relationship Management system (Charity Log)

Input activity and outcome records to CRM system. Work to achieve agreed carer outcomes, contract Key Performance Indicators and targets as agreed with the organisation's frameworks and commissioning contracts

Carry out any necessary risk assessments associated to the delivery of the service to carers

Work with and mentor designated volunteers with the support of the Volunteer Co-ordinator.

Work with and mentor students on placement within the organisation

Promote the work of Sunderland Carers Centre, the website and social media opportunities and encourage carers to consider joining the All for Carers Alliance Carer Network

To support staff within Sunderland Carers Centre to provide a whole family approach support to carers and their families

Encourage positive partnerships between carers, their families, key stakeholders and local partner groups and organisations to raise awareness of carer issues and promote better outcomes for local carers

To form part of the Carer Contact Team function, as required, to provide information, advice and guidance to carers and other parties, with an outcome focus in a format that most appropriately meets their individual needs. Work within agreed protocols and procedures including de-brief peer support for other team members

Attend strategic or operational meetings as directed by line manager

Keep up to date with local, regional and national changes in services and legislation to ensure that staff and carers are aware of changes that may impact on Sunderland Carers centre services and caring roles

To support the development of written and verbal reports to the Senior Management Team and the Board.

Provide verbal and written reports to the Senior Management Team and Board as required

To participate in set supervisions and appraisals with line manager

To observe strict confidentiality regarding information obtained during the course of the role and maintain professional boundaries

To adhere to all policies and procedures of the organisation

To provide support, assistance and any other duties required as and when identified by the Senior Management Team or Chief Executive Officer

Person Specification – Carer and Family Support Link Worker

Criteria	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Excellent standard of English and Maths • IT Literate with ability to use a range of systems and programmes including Microsoft Office 	
Experience	<ul style="list-style-type: none"> • A minimum of two years' experience of working with and providing support options to a range of carers and families • Experience in providing frontline information, advice and guidance • Experience of managing a complex case load, one to one and group support • Experience of working within the safeguarding process for adults and children • Excellent advocacy skills and ability to support carers in a range of situations • Previous experience of managing conflict resolution • Experience of partnership working building excellent relationships with a wide range of professionals and families • Experience of community development work within the voluntary community sector • A willingness and ability to undertake further training to understand the complexities of both adult and children's 	<ul style="list-style-type: none"> • Experience of facilitating learning opportunities • Good understanding of Health and Social Care Services

	<p>social care, education and health legislation</p> <ul style="list-style-type: none"> • Experience of effectively using electronic CRM data bases 	
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Knowledge of the legislation surrounding carers including the Care Act 2014 and Children and Families Act 2014 • Motivated to deliver positive change for the organisation • Strong presentation and public speaking skills • Understanding and compassion of issues facing carers • Ability to value and support team and multi-agency working • Ability and skills in providing effective support options to carers and their families using a support planning tools and outcome focussed processes • Ability to carry out role within Key Performance Indicator targets 	<ul style="list-style-type: none"> • Ability to use Microsoft Office packages • Ability of using electronic CRM data bases
Personal Attributes	<ul style="list-style-type: none"> • Commitment to the values of Sunderland Carers Centre • Commitment to detail, ensuring all work is accurate, concise, and comprehensible • Commitment to equality and diversity • Respectful of working within professional boundaries • Willing to work in cooperation with team members • Willing to work flexibly within the organisation • Ability to work evenings and weekends as required • Full Driving Licence and Access to the use of a car (business insurance required) 	

