Job Description & Person Specification

Carer Wellbeing Worker- Try Something New Project

Job title: Carer Wellbeing Worker

Location: Based at Bridgend & Porth Offices/Flexible, homeworking pattern available

Responsible to: Carers Wellbeing Manager

Salary: £17,500 - £22,000

Hours: Full or part time hours- fixed term until end of March 2022

Annual leave: 25 days per year (plus bank holidays)

Pension: Contributory Pension Scheme

Purpose

The overall purpose of the role is to provide direct carer support at a central location in Porth and Bridgend and via outreach services across Rhondda Cynon Taf (RCT) This role will involve supporting carers in the community, undertaking assessments and reviews and offering support where appropriate. This role will manage a limited budget to allow carers access to equipment and services to benefit them in their caring role and to ensure that carers have a life alongside caring.

Major Responsibilities

Operations

* To work closely with colleagues to develop wellbeing services across RCT and other wellbeing services across Carers Trust South East Wales
* To collate monitoring and reporting evaluation in accordance with the contract.
* Develop accessible community outreach support across RCT
* To develop knowledge of local services and foster links with voluntary service providers, keeping up-to-date with any service changes and development
* To identify potential new service users and hidden carers.
* To support and signpost clients to access community services based on knowledge of the most relevant services and identified during conversation with the individual.
* Liaising with partners around existing assessments and support plans and coordinating support for carers to ensure effective non-duplicating interventions
* To undertake appropriate assessments and reviews with carers and award funds to allow carers access to equipment and services where there is an evidenced need that can be met.
* Provide appropriate carers support, including 1-2-1, group activities and peer support and training.
* Support with the effective running of the project, setting up and maintaining systems and processes to enable the smooth running of the service

**Service development**

* Record all contact with carers onto Charitylog to ensuring that information regarding the support provided is accurate and up-to-date
* Ensure that accurate records are maintained and provide evidence to report on the services we provide
* To keep accurate and up to date financial records to ensure that service budget is maintained and managed appropriately.
* Distributing promotional material to partners for display in their service settings
* To identify and provide information on local engagement opportunities available to carers and provide information and training on relevant topics

**Customer relations**

* Act as first point of contact for all enquiries relating to the RCT- Try Something new project and other related activities, maintaining relationships with key stakeholders and users of the service
* Identify client needs and give practical information and advice to support
* Working with Carers to provide a single point of contact, identify needs and provide appropriate support and advice. Providing key support to ensure the timely and appropriate interventions with carers and those they care for.
* Maintain a professional relationship with carers to build trust and rapport.
* Provide an empathetic and listening support service to carers contacting the service
* Build an understanding of Carers issues and keep informed of changes within the fields of support

GENERAL

* To be committed to safeguarding and promoting the rights and welfare of carers and the people they care for
* To comply with the Code of Practice and Code of Conduct for employees
* To contribute to the organisation’s public profile and influence / foster good relations with statutory and voluntary bodies
* To carry out all duties in a professional and polite manner and in line with our values:

Open - We will always be honest and open in everything we do

Fearless - We will not be afraid to make difficult decisions, to challenge opinions and attitudes, and make sure carers rights are protected

Innovative - We will lead by example, we will not accept the status quo, we will be flexible in our approach and we will be pioneers in our field

Fair - We will treat everyone equally no matter what their background or circumstances

Trustworthy - We will place trust in our colleagues, in our partners, in our funders, and most importantly in carers and people with care needs

This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job the organisation reserves the right to revise the job or to require that other or different tasks be performed as assigned. Team members are encouraged and supported to see their work in terms of goals and desired outcomes and not just performing the prescribed tasks. The job description is a broad description of the duties the post holder will be expected to perform with some examples given. The exact duties to be carried out are not limited to those examples.

Person Specification

Post of: Carers Wellbeing Worker (E = Essential, D = Desirable)

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| Experience Required |
| * (E) Demonstrable experience of working in a Health and Social Care Sector. * (E) Experience of working within a Team * (E) Understanding of the Social Services and Wellbeing act and the impact on Carers |
| Skills and Abilities Required |
| * (E) The ability to work independently and within a team * (E) Able to demonstrate the ability to think innovatively and to not accept the status quo. * (E) Good IT skills * (E) The ability to manage and work within a limited budget * (D) Knowledge of Charitylog * (E) Good organisational skills, including planning prioritising and report writing * (E) A willingness to be flexible to meet the requirement of the service * (E) Problem solving skills with a capacity to devise and implement solutions * (E) Ability to motivate and engage with others to take action * (E) Willingness to undertake training as appropriate to the post |
| Qualifications Required |
| * (E) A good standard of general education, with a commitment to continual professional development * (D) Qualification in Health and Social Care/relevant qualification or experience |
| Knowledge Required |
| * (E) A knowledge of and a commitment to equal opportunities * (E) A good understanding of the social care sector, funding arrangement and legislation * (D) An understanding of carers’ issues |
| Other requirements |
| * (E) Willing to be flexible with their hours of work and willing to work outside of normal office hours when required * (E) Commitment to the values of Carers Trust South East Wales * (E) Use of own car and ability to travel, if required |