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| **Job Title:**  | **YOUNG CARER SUPPORT WORKER – AYC** | **Carers Federation Job Grade:** | **1b** |

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| **Company General** | Carers Federation Ltd is a national charity and company limited by guarantee established in 1992 to empower carers, the people for whom they care and the wider community. The charity is managed by a Board of Trustees elected by our membership.  |
| **Values** | As a charity we aim to provide inclusive services that support the individual in a way that empowers them to make informed choices thereby developing their resilience and capacity to respond to the challenges they face.  |
| **Aims of the post** | The post holder will be expected to provide support to Young Carers between the ages of 5 to 18ys. The support provided will consist of one-one support, organising and facilitating Young Carers groups and activities alongside offering and completing Young Carers Statutory Carers Assessments. You will adopt a whole family approach when supporting Young Carers alongside strong partnership work with other professions. Sign posting and link working with Health & Social Care, Education and Third Sector organisations,whilst adhering to local and national safeguarding policies for both children and adults. You will be expected to manage your own admin. |
| **Duties** | To be successful in the above the post holder will need to be able to:* Work with external stakeholders across Nottingham City
* Helping and empowering Young Carers in building their confidence and resilience
* Listen attentively and respond appropriately to what Young Carers and their families tell you
* Submit service monitoring as and when required
* Link in with any safeguarding meetings in relation to Young Carers and families you work with.
* To be none judgmental and able to effectively communicate with diverse age groups, cultures, nationalities and disabilities
* Offer and provide Young Carers Statutory assessments to all Young Carers identified
* Provide information on various services available in local areas
* Sign post Young Carers and their families to various outside agencies
* Adhere to all local and national safeguarding Adult and Childrens responsibilities/policies
* Support Young Carers and Young Adult Carers back into Training,Education and or Employment
* Engage and facilitate Young Carers Groups and Activities
* Manage work load including case loads
* Accurately complete and record internal administration duties including database entry, correspondence, etc as required
* Work with all Microsoft Office applications
* Facilitate feedback from initial assessments and o closed cases
* Contribute to service planning through team meetings.
* Make appropriate use of formal and informal supervision, training and peer support.
* In addition there is an expectation the post holder possesses a resilient nature and has some experience of handling difficult calls from distressed individuals.
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| **Environment** | The post holder will work as part of a small team of 6 based at the main office on Pelham road (Due to Coronavirus restrictions home working will temporarily be required). You will report to the AYC service manager as and when.The post covers Nottingham City only and is funded by the Nottingham City Local Authority ad the Nottingham City Clinical Commissioning team. |
| **Sundry** | * Own car is essential –you will be expected to transport Young Carers to and from activities
* There will need to be flexibility with working hours as some evenings are expected
* The post is subject to 6 month probationary period
* You will need to complete a full enhanced DBS check
* You will need to provide two references
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| **Note** | This document should be read in conjunction with the Job profile for the role which gives more detail on the competencies required (Please see attached) |

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| Job Profile |  |

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| **Job Role Purpose** |  |
| **Typical Role Purpose** To control a section and/or deliver a specific service within company policy and procedure maximising department or section efficiency, customer service standards and minimising cost within an agreed budget. | **Specific Job Purpose** To support Young Carers to identify and deliver appropriate support mechanisms to meet the identified needs of the individual or family through internal or external support, organisations and statutory agencies.  |

| **Typical Accountabilities** | **Job Specific Accountabilities** |
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| ***Guidance*** *– Typical Accountabilities are ‘typical’ for this level of job in Carers Federation - please focus on Job Specific Accountabilities which are ‘specific to this job* |

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| **Business Process – Advisory & Support role specific** |  |
| **Strategic Contribution**Contributes to department strategic plans and understands and relates to own area of responsibility – eg key activities, projects, objectives.  | * Contribute to the Action for Young Carers (AYC) service strategy as a part of Carers Federation overall strategy and business planning processes.
* Contribute through promoting Carers Federation Ltd and developing links with statutory and community organisations both locally and nationally.
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| **Operational Plans and/or Critical Paths**Assist in production of local operational plans that support the achievement of agreed department activity. Monitor and report progress on key tasks (cases, processes, reports, projects) to ensure effective use of time, cost and materials.  | * Identify, agree and implement plans and times with the Service Manager for all key projects.
* Deliver day to day tasks to support the individual needs of Young Carers and
* Contribute to new and existing initiatives within the project.
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| **Continuous Improvement / Quality**Recognises and recommends new service/department processes, procedures & systems that improves (may improve) efficiency and deliver high standards. | * Develop processes and procedures to deliver best practise to Young Carers families.
* Develop an appropriate strategy to respond to the identified needs. Work with the Young Carer, Family and Professionals to meet identified goals.
* Contribute to the implementation and monitoring of effective quality assurance systems to ensure the service retains the ISO: 9001:2008.
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| **Compliance**Works within and follows policies that meet legislative or internal requirements (including Health and Safety) and promote best practice, ensuring that compliance is achieved. | * Comply with Health and Safety policies, procedures and practices when undertaking or engaging in activities or escorting young carers that are appropriate to the age of the carer. Liaise with the Activity Co-ordinator to ensure risks are assessed and control measures are in place.
* Carry out assessments of the Young Carers needs as a child Young Carer using knowledge of the Priorty Family model and other assessment tools e.g MANOC and PANOC (Saul Becker assessment tool)
* Maintain accurate and appropriate electronic and manual records in relation to case files, manage own caseload; re-assess family needs if and when possible.
* Plan, arrange and attend case reviews/conferences and meetings concerning families, as appropriate, producing reports as necessary.
* Comply with national and local guidelines for the assessment of young people acting as Lead Practitioner and fulfilling the requirements of the role where appropriate.
* Contribute to AYC monthly/quarterly plans by providing relevant information to Project Manager that demonstrates achievement against funding bligations.
* Comply with Carers Federation Ltd, Nottingham City Council and Nottingham City Clinical Commissioning teams Safeguarding requirements, policies, procedures and practices at all times
* Make appropriate referrals to other organisations, internal services and statutory services.
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| **Analysis – Market or Projects**Aware of market/service activity and resources materials and techniques; make recommendations to improve quality and cost. | * Contribute evidence to demonstrate that the objectives of any funding contract are progressed and achieved.
* Contribute to team data reporting to monthly organisational meetings and quarterly service monitoring for funders
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| **Professional Development**Continue development of own professional expertise; requests against issues/trends as appropriate. | * Remain up to date with developments in the social care agenda.
* Undertake appropriate Child Protection, Safeguarding and or Vulnerable Persons training as necessary to fulfil Safeguarding requirements.
* Evidence of continued professional learning though appropriate and relevant training and the achievement against key behavioural competencies (see Person Profile).
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| **Customer – Carers Federation colleagues and clients** |  |
| **Support (client / customer)**Directly provides high levels of customer service to ensure short and longer term customer satisfaction. Essential procedures and systems are implemented and standards of practice maintained and developed. | * Use experience, knowledge and skills to be able to complete both Young Carer/Family assessments.
* Provide one-one support to Young Carers in various settings to meet their needs.
* Provide telephone, text message and outreach support to a diverse range of carers who are in touch with the organisation.
* Provide support to Young Carers and Young Adult Carers back into Training,Education and or Employment.
* Link with outside agencies (statutory, professional and community) to raise awareness of the service, engage in publicity and awareness raising activities to reach hidden and isolated carers.
* Seek necessary individual and agency support for Young Carers including negotiating with families, professionals, statutory and voluntary agencies.
* Liaise with statutory and community organisations, e.g. Social Services, Adult Care, Child teams, Health Care Workers, GP’s, the Police and any other appropriate agencies on behalf of the Young Carer and family to ensure needs are met.
* Use team support to work thoroughly with individuals who may be distressed, angry, grieving, withdrawn, anxious etc and be able to confidently and appropriately discuss issues such as death, disability, sexual health, abuse etc. Empower Young Carers by helping individuals and families to access alternative support mechanism.
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| **Internal Advice or External Information**Provide expert advice or information and support to customers within own area of accountability demonstrating judgement and understanding of the issues. | * Provide appropriate information, support and sign-posting for Young Carers using methods to include written, verbal and activities work; managing the dynamics of the groups of young people.
* Respond to complaints raised by individuals within the appropriate complaints procedure process.
* Provide relevant information around issues such as, benefits, disability, housing, training etc and assist families to access these services.
* Ensure families are aware of the nature of AYC its boundaries, confidentiality policy, safeguarding procedures and the service which may be provided.
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| **Service Improvement**Seek feedback from clients, customers and colleagues in order to maintain the highest level of service provision. | * Feed back to the Service Manager, to enable them to advise the local authority using the Escalation Policy regarding any unmet needs of individuals, families or communities to continually improve the services offered.
* Contribute to the development of new and current initiatives in order to maintain high levels of service delivery.
* Seek feedback from individuals and inform the Project Manager to continually develop the services offered.
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| **Finance – Carers Federation cost control** |  |
| **Budget (including Project Management)**Recognise and work within agreed budget for area of responsibility and request or advice where budget based on plans may require amending.  | * Flag actual and potential shortfalls and issues with the Service Manager.
* Contribute to fund raising activities as appropriate
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| **Cost Management**Monitor costs within own area and report anomalies. | * Contribute to the control of day to day costs & savings; ensure any expenditure is approved by Service Manager before any spend is actioned or committed to.
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| **New Opportunities or Revenue** Communicate new service and provision opportunities to team and line manager to help develop the business in line with Carers Federation plans. | * Where possible identify opportunities to secure additional funding.
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| **Learning & Growth – Carers Federation team** |  |
| **People Management**Support senior colleagues achieve timely administration of new staff and staff changes; ensure colleagues are fully equipped to meet objectives. | * Support the Service Manager to deliver a service to Young Carers and families.
* Work non-judgmentally to promote equality of opportunity for Young Carers and their families.
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| **Relationship Management** Build and maintain effective work relationships with key contacts both internal and external to support Carers Federation/service to achieve best culture and provide professional client and supplier agreements. | * Build effective relationships, working in partnership with internal colleagues, external organisations and agencies to achieve the best outcome for carers and CarersFederation.Build effective networks to raise awareness of the service, such as with GP surgeries, schools and the carers hub service,
* Speak to professionals on behalf of families e.g Social care professionals, schools
* Carry out work in partnership with families being sensitive to the needs and wishes of the whole family whilst maintaining support for the Young Carers.
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| **Job Title:**  | **SUPPORT WORKER – AYC** | **Carers Federation Job Grade:** | **1b** |

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| Person Profile |  |

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| **Competencies**  |  |
| **Information seeking****Problem solving****Communication****Flexibility****Self awareness****Teamwork and co-operation****Relationship management****Professional confidence****Customer focus** | Objectively determines and understands the nature and extent of the information needed. Accesses all relevant data sources and effectively, objectively identifies key issues to decide course of action. Breaks down information and data into component parts. Lists tasks, data information and resource implications with prioritisation. Evaluates information and its sources critically, identifies causes and effects. Shares information appropriately.Can identify and resolve problems using learning & past experience. Consults line manager and colleagues in the team to seek advice in order to help resolve problems, when appropriate. Is positive and optimistic when faced with problems. Avoids negative talk about company staff, clients or stakeholder /suppliers. Flags significant and/or reoccurring issues to line manager. Resolves conflict situations, including threatening/verbal aggression with appropriate support.Uses active listening skills to communicate clearly and precisely. Uses most appropriate methods of communication to understand and be understood. Uses understandable level of appropriate language in order to be understood verbally and in writing both internally and externally. Can communicate and present, including specialist information, to clients, colleagues stakeholder/suppliers to be understood. Can contribute to department and management reports.Shows willingness to change ideas or change direction of work based on new information; seeks guidance if unsure/appropriate. Is open to new ideas, listens to/seeks colleagues or clients points of view. Responds positively to changing circumstances. Makes reasonable adjustments to ensure effectiveness to support colleagues. Demonstrates flexibility of workload, office location and time – goes the ‘extra mile’ to provide service.Accepts responsibility for own actions. Recognises situations that arouse strong emotions and personal bias or preference, considers before acting. Knows and acknowledges own strengths, limitations and preferences. Is reflective and open about feelings at certain times and in particular situations. Recognises the effect of own personal values on others, and when own values are challenged and how this may raise assumptions and bias. Does not prejudge others. Accepts constructive feedback from others without being defensive. Uses ‘coping mechanisms’ to deal with difficult or emotional situations over time.Respects diversity within team. Willingly co-operates. Recognises that the ways of getting things done whether in different departments, organisations or communities are not the same. Is not afraid to seek help and advice from others. Is aware of others, supports and motivates colleagues and co-workers, avoid negativity. Shares appropriate information and learning with colleagues. Puts in the extra effort when needed in order to help others.Establishes and clarifies boundaries of relationships, particularly with clients, to ensure remit, empowerment and expectations are understood. Uses active listening skills to show understanding and demonstrate interest in what is being said. Builds on common interests to share appropriate information with others. Identifies key influencers and decision makers. Is aware of need for confidentiality.Presents self in a confident manner and works without needing direct supervision. Open to debate from own area of expertise. Comfortable and confident to say ‘no’, but with justification in the face of unreasonable demands. Has confidence and integrity to admit when they ‘do not know’ a fact/cannot commit to immediate view without more research. Makes decisions without deferring unnecessarily to others, and is decisive when the situation demands it. Recognises achievements of colleagues.Keeps customers up to date and informed ensuring choices or options are appropriate. Acts promptly to ensure customer problems are resolved. Makes self available. Interacts well with all customer types and situations. Listens and understands each customer as an individual. Delivers what is contractually agreed from the outset whether external or internal customer; not what they think the customer wants or needs, ‘agree first - then deliver’. Takes pride in delivering a high service level. |

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| **Qualifications & Skills** |  |
| **Qualifications and Professional Skills****Knowledge and Skills** | Qualified, or at least can demonstrate, advanced knowledge in some or most of following:* Typically, but not essentially, full or part qualified to NVQ Level 2 in Health and Social Care and/or 1-2 years carer support service experience.
* Typical minimum 5 GCSE A-C including Maths and English (or equivalent).
* Minimum: basic MS Word, Excel, database, Outlook.
* Typically has experience in the delivery of support and/or carers service environment, with specific skills in:
* providing guidance and support to young people/carers in stressful situations and deal with sensitive issues
* impartial but accurate report writing that encourages future actions and positive outcomes
* diversity
* equal opportunities
* Knowledge and experience of supporting individual carers, and of working with children and young people.
* Knowledge, understanding and experience of Safeguarding and Child Protection issues.
* Active interest in charity sector, voluntary sector and carers’ community to ultimately deliver an exceptional service to Carers Federation, its colleagues and its clients.
* High level of interpersonal skills to motivate colleagues, the team and/or across the business.
* Ability to recognise conflict situations and address to a satisfactory conclusion for client, customer and team.
* Ability to plan over 3 month’s time horizon.
* Ability to work as a team with other organisational functions.
* Ability to work in multi-agency settings and to communicate effectively within those settings. .
* Aware of all functions within the company.
* Advise others (fellow Colleagues and Team Leaders/Managers) to consider action.
* Ability to plan, organise own workload.
* A creative and innovative thinker – has strong interest in relating ideas to practical solutions.
* Ability to initiate and develop projects from mixed data.
* Ability to share or answer questions on own expertise to others.
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| **Other/Special** |  |
| **Flexibility****Hours****Travel** | With notice, required to be flexible with days and hours worked. Prodomently home and office based working Typical working week: 22.5 hours – 9.00-5.00 Monday-Thursday & 9.00-4.30 Friday + regular evenings and occasional weekendsFrequent travel within Nottingham City and on occasions other area depending on were an activitiy is delivered  |