

Job Title:	Wellbeing Facilitator	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	<p>The post holder will be expected to provide support to Carers across Nottingham City and County. The support provided will consist of one-one support, organising and facilitating Carers groups and activities, telephone support, sign posting to other organisations, completing Carers support plans/emergency plans and Carers statutory assessments. You will be expected to manage your own admin, you will also be expected to work occasional evenings which will be on a rota basis. You will adopt a whole family approach when supporting Carers alongside strong partnership work with other professions. Signposting and link working with Health & Social Care including GP practices and Third Sector organisations, whilst adhering to the local and national carer strategy</p> <p>https://www.nottinghamshire.gov.uk/policy-library/60887/joint-carers-strategy-2023-28</p> <p>You will also need to adhere to local and national safeguarding policies for both Adults and Children.</p>
Duties	<p>To be successful in the above the post holder will need to be able to:</p> <ul style="list-style-type: none"> – Work with external stakeholders across Nottingham City and County. – Helping and empowering Unpaid Carers in building their confidence and resilience. – Listen attentively and respond appropriately to what Unpaid Carers and their families tell you. – Submit service monitoring as and when required. – Link in with any safeguarding meetings in relation to Unpaid Carers and families you work with. – To be non judgmental and able to effectively communicate with diverse groups of Unpaid Carers from all backgrounds, cultures, ethnicities, ages and disabilities. – Offer and provide Carers assessments to all unpaid Carers identified, this will include statutory carers assessments in Nottingham City/County. – Provide information on various services available in local areas. – Connect Unpaid Carers and their families to various outside agencies. – Connect Unpaid Carers and the person they care for to respite services. – Adhere to all local and national safeguarding Adult and Childrens responsibilities/policies. – Support Young Adult Carers into Employment/Education or training. – Be able to offer face to face support, telephone support and information/advice to Carers engaging with the service. – Engage and facilitate Carers Groups in and around Nottingham City and County.

	<ul style="list-style-type: none"> – Manage workload including caseloads. – 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 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.
Environment	<p>The post holder will work as part of a larger team within the Carers Hub based at the main office on Pelham Road</p> <p>You will report to the Carers Hub Team Leader and Service Manager as and when.</p> <p>The post covers Nottingham City and County and is funded by Nottingham City and Nottinghamshire County Council.</p>
Sundry	<ul style="list-style-type: none"> – Own car is desirable – to include business insurance – Able to travel around Nottingham City and County – 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.
Note	<p>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)</p>

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 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
Guidance – Typical Accountabilities are 'typical' for this level of job in Carers Federation - please focus on <u>Job Specific Accountabilities</u> which are 'specific to this job'	

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.	<ul style="list-style-type: none"> Contribute to the Carers Hub Service (CHS) 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. You will be required to adhere to Local and National Carers strategy.
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.	<ul style="list-style-type: none"> 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 Carers and Contribute to new and existing initiatives within the project.
Continuous Improvement / Quality Recognises and recommends new service/department processes, procedures & systems that improves (may improve) efficiency and deliver high standards.	<ul style="list-style-type: none"> Develop processes and procedures to deliver best practise to Carers and their families taking into account the Care Act and local/national carers strategy. Develop an appropriate strategy to respond to the identified needs. Work with the Carer, Family and Professionals to meet identified goals. Contribute to the implementation and monitoring of effective quality assurance systems.

<p>Compliance</p> <p>Works within and follows policies that meet legislative or internal requirements (including Health and Safety) and promote best practice, ensuring that compliance is achieved.</p>	<ul style="list-style-type: none"> • Comply with Carers Federation CHAS and Health and Safety policies, procedures and practices when undertaking or engaging in activities or group work which involves Carers ensuring risk assessments are completed when required. • Complete thorough and accurate Carers assessments ensuring that the Three-way Conversation approach is used when liaising with Carers. • Maintain accurate and appropriate electronic and/or manual records in relation to case files, manage own caseload; agree time frames to re-assess Carers needs if and when required. • Plan, arrange and attend case reviews/conferences and meetings concerning families, as appropriate, producing reports as necessary. • Comply with Carers Federation Ltd, Nottingham City Council and Nottinghamshire County Council Safeguarding requirements, policies, procedures and practices. • Connect Carers to other internal/external services where additional bespoke support has been identified.
<p>Analysis – Market or Projects</p> <p>Aware of market/service activity and resources materials and techniques; make recommendations to improve quality and cost.</p>	<ul style="list-style-type: none"> • 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.
<p>Professional Development</p> <p>Continue development of own professional expertise; requests against issues/trends as appropriate.</p>	<ul style="list-style-type: none"> • Remain up to date with developments in the social care agenda and Care Act. • Undertake appropriate Safeguarding training including Domestic Abuse training, Coercive Controlling and Vulnerable Persons training as necessary to fulfil both Safeguarding requirements and to support in fulfilling the role. • Evidence of continued professional learning through appropriate and relevant training and the achievement against key behavioural competencies (see Person Profile).

Customer – Carers Federation colleagues and clients	
<p>Support (client / customer)</p> <p>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.</p>	<ul style="list-style-type: none"> • Use experience, knowledge and skills to be able to complete Carer assessments and Statutory Carers assessments (may vary with city and county). • Provide one-one support to Carers in various settings to meet their needs. • Link in with GP practices to offer drop-in sessions in practices or at a suitable venue which is accessible to carers. • Facilitate Carer groups and Activities, Encourage Adult Carers to lead on groups. • Provide a variety of options for carers connecting with the carers hub service and requiring a carers assessment, ensuring individual needs are met via telephone or face to face contact, WhatsApp Video or online Chatbox. (Utilise outside agencies i.e. interpreters, deaf society etc if required). • Provide support to Young Adult Carers and Carers who wish to go 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. • 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 Carer and family to ensure needs are met. • Use team support to work thoroughly with individuals who may have complex needs or when dealing with difficult calls etc • Empower carers and families to access additional support if required.
<p>Internal Advice or External Information</p> <p>Provide expert advice or information and support to customers within own area of accountability demonstrating judgement and understanding of the issues.</p>	<ul style="list-style-type: none"> • Provide appropriate information, support and signposting for Carers using methods to include written, verbal and group work ensuring groups are inclusive to all Carers • Respond to complaints raised by individuals within the appropriate complaint's procedure process. • Provide relevant information around issues such as, benefits, disability, housing, various health conditions, local health and wellbeing groups, condition specific information training etc and assist Carers to access these services. • Ensure families are aware of the nature of CHS its boundaries, confidentiality policy, including safeguarding procedures, GDPR, privacy policy and what the service can and can't provide.

Service Improvement Seek feedback from clients, customers and colleagues in order to maintain the highest level of service provision.	<ul style="list-style-type: none"> • Feedback 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 to maintain high levels of service delivery. • Seek feedback from individuals and inform the service 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 advice where budget based on plans may require amending.	<ul style="list-style-type: none"> • Contribute to fund raising activities as appropriate
Cost Management Monitor costs within own area and report anomalies.	<ul style="list-style-type: none"> • 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.
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.	<ul style="list-style-type: none"> • Where possible identify opportunities to secure additional funding, free spaces such as rooms to deliver groups

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.	<ul style="list-style-type: none"> • Support the Service Manager to deliver a service to Carers and families. • Work non-judgmentally to promote equality of opportunity for Carers and their families, taking into consideration carers from BAME and Seldom Heard communities
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.	<ul style="list-style-type: none"> • Build effective relationships, working in partnership with internal colleagues, external organisations and agencies to achieve the best outcome for Carers and Carers Federation. Build effective networks to raise awareness of the service, such as with GP surgeries, Statutory and Voluntary sector service both within City and the County of Nottinghamshire. • Speak to professionals on behalf of families e.g social care professionals, health, social prescribing etc • Carry out work in partnership with families being sensitive to the needs and wishes of the whole family whilst maintaining support for the Carers.

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Person Profile	
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Competencies

Information seeking	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.
Problem solving	Can identify and resolve problems using learning & experience. Consults line manager and colleagues in the team to seek advice 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.
Communication	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 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.
Flexibility	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 client's 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.
Self-awareness	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.

Teamwork and co-operation	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.
Relationship management	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.
Professional confidence	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.
Customer focus	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.

Qualifications & Skills	
Qualifications and Professional Skills	<p>Qualified, or at least can demonstrate, advanced knowledge in some or most of following:</p> <ul style="list-style-type: none"> • 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.
Knowledge and Skills	<ul style="list-style-type: none"> • Typically has experience in the delivery of support and/or carers service environment, with specific skills in: • Providing guidance and support to unpaid carers/young adult 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 Unpaid Adult Carers and young people. • Knowledge, understanding and experience of Safeguarding and Adult/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 months' 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.

Other/Special	
Flexibility	With notice, required to be flexible with days and hours worked, (predominantly but can be discussed at interview) office-based working at Christopher Cargill House, 21 – 23 Pelham Road Nottingham NG51AP
Travel	Frequent travel within Nottingham City and Nottinghamshire on occasions depending on where groups are activity facilitated.