

**Job Description**

**Job Title:** Carers Support Worker

**Responsible to:** Carers Support & Safeguarding Lead

**Salary:** £ 19,389 per annum (£24,236 FTE)

**Hours:** 28 hours per week (flexible and include hybrid home working)

**Term:** 12-month fixed term contract in the first instance

**Job purpose:**

To contribute to a range of co-ordinated high-quality provision and needs-led Carer Support services for carers and their families, resident in Sefton.

**Key Duties & Responsibilities:**

* To undertake carer’s assessments and actively plan, implement, monitor and review these to ensure a holistic approach is taken to meet the needs of carers and their families resident in Sefton.
* To support the needs of carers and their families by accessing relevant support from pre-identified grants, services, and other partner agencies.
* To provide an information, support and low-level advocacy service for carers and their families through signposting, referrals, and liaising with relevant agencies.
* To actively promote the rights of all carers, and those they care for, and assist in facilitating prompt and efficient access to appropriate services provided by health, social services, housing, education and other relevant agencies.

**General responsibilities:**

* To develop knowledge and skills in all database systems including in-house systems to meet the needs of carers and commissioners of services.
* To maintain and develop knowledge of legislation and local and national policies to ensure carers, and those they care for, are fully informed of their rights.
* To identify and make use of appropriate digital mediums such as Zoom and Microsoft Teams to support clients and our partners.
* To promote and attend events that promote and identify hidden carers.
* To ensure Safeguarding standards are fully understood and consistently adhered to.
* To support all services and teams within Sefton Carers Centre to maintain a high quality of service provision to carers.
* To contribute to the organisation’s monitoring and evaluation by maintaining clear and accurate records of all carer (client) contacts in compliance with the organisation’s casework recording procedures.
* To attend, and positively contribute to, regular and recorded Supervision / Support sessions in accordance with organisational guidelines and requirements.
* To positively contribute to maintaining effective partnership-working relationships, to the benefit of carers and their families, resident in Sefton. To utilise partnership-working to support the engagement of hidden carers.

Health and Safety

It is the general duty of every employee to take reasonable care of their own health and safety and that of others and to co-operate with management in meeting its responsibilities under the Health and Safety at Work Act. Any failure to take such care, or the contravention of safety policy or managerial instructions may result in disciplinary action being taken.

Confidentiality

All staff are required to respect the confidentiality of all matters they may learn relating to their employment, other members of staff and the general public.

Data Protection

All staff are expected to adhere to the regulations regarding the Data Protection Act in accordance with the Carers Centre’s policies and procedures.

Variation

The postholder may be required to undertake other duties commensurate with the role. Some duties may be subject to variation changes and will only be made after consultation with the postholder. Working at Sefton Carers Centre requires flexibility and your hours of work may be subject to change, dependent on the needs of the business. This may include a split between office-based and home working and may occasionally require you to alter your working pattern.

**Policy and Procedure Expectations**

Employees are required to comply with the data protection, health and safety and safeguarding protocols and all further procedures of Sefton Carers Centre. Employees are required to comply with Sefton Carers Centre’s policies and procedures relating to equality and diversity. Employees are required to maintain confidentiality of all information and records relating to the work of the project and Sefton Carers Centre.

**Supervision, Training and Development**

Employees are required to participate in regular supervision, appraisal and personal and staff development planning sessions, as required.

**Other Benefits and Terms of Employment**

* A group pension scheme, comprising 8% employer contribution of gross salary.

* 27 days Annual Leave entitlement per year, in addition to the 8 Statutory Public Holidays (pro-rated for part-time employees). This entitlement increases after 5 years of service as below:

|  |  |  |
| --- | --- | --- |
| Complete years of service | Additional days holiday in a complete holiday year | Total annual entitlement in a complete holiday year |
| 5 years’ service | 2 days | 29 days |
| 7 years’ service | 1 day | 30 days |
| 9 years’ service | 1 day | 31 days |
| 10 years’ service | 1 day | 32 days |
| 15 years’ service | 2 days | 34 days |
| 20 years’ service or more | 3 days | 37 days |

* Access to Medicash health care cash plan. A range of positive healthcare benefits, allowing employees to claim back the full amount of dental bills, new glasses, a wide range of therapy treatments and private specialist consultations up to the annual limit. Access to an unlimited number of online consultations via the Virtual GP service. Employee’s children are also covered for free up to their 19th birthday, if in full time education.

**Pre-Employment Screening**

* An unconditional offer of employment will be made to the successful candidate, subject to successful completion of the following pre-employment screening checks:
* Evidence of a satisfactory Enhanced Certificate of Disclosure certificate from the Disclosure Barring Service (this security check is only required for some of our job roles, candidates will be advised if this is necessary when receiving a conditional job offer)
* Evidence to confirm the candidate’s right to work in the UK
* Receipt of two references, satisfactory to Sefton Carers Centre



**Person Specification**

**Carers Support Worker**

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| --- | --- | --- | --- |
|  | Qualifications | Essential | Desirable |
|  | DipSW, CQSW, CSS or other relevant qualification |  | X |
|  | Experience | Essential | Desirable |
|  | Relevant and recent experience of involvement with Carers and Service Users |  | X |
|  | Previous experience of managing a caseload | X |  |
|  | Previous experience of providing advocacy support in either a group or individual context |  | X |
|  | Previous experience of working in a voluntary sector role and/or a health and social care setting. |  | X |
|  | Knowledge | **Essential** | **Desirable** |
|  | Knowledge and understanding of current legislation which underpins Health and Social Care, including the Care Act 2014 | X |  |
|  | Good working knowledge of Sefton borough and its communities |  | X |
|  | Awareness of principles of equal opportunities and a commitment to anti-discriminatory/anti-oppressive practice | X |  |
|  | Awareness of Health and Safety at Work legislation and its requirements |  | X |
|  | **Skills** | **Essential** | **Desirable** |
|  | High level report writing skills, with the ability to translate information conveyed verbally into the written form. | X |  |
|  | Excellent communication skills, both written and verbal | X |  |
|  | Ability to liaise at all levels | X |  |
|  | Good self-management skills, with an ability to work under own initiative | X |  |
|  | Ability and commitment to maintaining confidentiality of information relating to the organisation | X |  |
|  | Excellent ability to use and understand Information Technology including Microsoft software packages, Outlook, Word and Excel, as well as accessing and maintaining database entries | X |  |
|  | **Personal Attributes** | **Essential** | **Desirable** |
|  | Ability to work with people in a sensitive way | X |  |
|  | Ability to work effectively within a team | X |  |
|  | Commitment to continually develop and update local knowledge on Sefton’s support services | X |  |
|  | Commitment to professional development | X |  |