

Job Title:	Adult Carers Support Worker
Holidays:	28 days per year plus Public Holidays (pro rata if applicable)
Probationary Period:	6 months
Pension:	Workplace Pension Scheme with Peoples Pension.
Employer:	Richmond Carers Centre (RCC)
Supervised by:	Adult Carer Support Team Leader
Base:	5 Briar Road, Twickenham, TW2 6RB.

Purpose of Job

To work as a member of Richmond Carers Centre - Adult Carers Support Team to provide generic support, advice and information to carers through a variety of mediums – for example face to face, telephone, email, groups

To provide a dedicated telephone support service.

To provide a timely response to carer enquiries via carer support telephone/email/web/face to face.

To work with the staff team to provide a range of services and support to carers.

To provide breaks for carers that contribute to the targets being met as detailed in the funding agreement/s for RCC.

To work with the Operations Manager and Adult Carers Support Team Leader in the recruitment and support of volunteers.

To produce the required monitoring and evaluation reports required to evidence the work carried out within the budget provided.

To work across organisational boundaries to promote the wellbeing of carers

Key Responsibilities

Support for carers

1. To be proactive in the registration of carers living or caring for someone within the London Borough of Richmond upon Thames.
2. To provide a regular telephone support-line and email support, offering appropriate, generic advice, information and listening and emotional support.
3. To offer a range of service delivery options and be involved in providing those options e.g. breaks, group work, off site visits, leisure activities or other outreach activities.
4. To liaise with Richmond Carers Centre – Young Carers Support Team to manage and deliver cross family support.

5. To encourage and assist carers and those they care for to access Care Needs Assessments and Carers Assessments and to take up services that will enhance their lives.
6. To complete individual grant applications with carers for respite or if they are experiencing financial hardship due to the cost-of-living crisis.
7. To actively promote and refer carers to support services local and national, statutory or third sector.
8. To work with Operations Manager, Adult Carer Support Team Leader and other staff in the development and delivery of groups for support, activities and individual carers support initiatives.
9. To work where appropriate with other service providers/agencies to promote the carer agenda or jointly deliver carer support issues.

Monitoring, reporting and service development

10. To keep accurate records of group and individual carer engagement for monitoring and evaluation purposes.
11. To actively participate in service review and development which includes the proactive use of Richmond Carers Centre outcomes monitoring framework.
12. To contribute to compilation of quarterly report to the Board of Trustees and other reports as required.
13. To keep records of activities and produce progress reports for funders and others, as required, and to input into appropriate grant applications.
14. To take part in the development, implementation and review of internal systems and organisational tools.
15. To work in partnership with the Richmond Carers Centre Leadership Team and other relevant staff to identify areas of unmet needs of carers.
16. To participate in key events organised by Richmond Carers Centre and other relevant partners to promote services to a wider public.

Administration and general

17. To comply with the General Data Protection Regulations relating to personal information of individual members of the public including young carers and their families.
18. To comply with Richmond Carers Centres Policies and Procedures, including those on equal opportunities and diversity, safeguarding, confidentiality, general data protection regulations and health and safety.
19. To participate in training and development as and when necessary.
20. To undertake additional responsibilities as designated by the Chief Executive or Operations Manager of Richmond Carers Centre as commensurate with the position.
21. To assist RCC achieve our commitment to being more environmentally responsible and to reduce our carbon footprint where possible.

PERSONAL SPECIFICATION

POST: Adult Carer Support Worker

The successful applicant will need to demonstrate the following skills, experiences and abilities:

	Essential	Desirable
Qualifications/ Education	A good level of general education, including clear spoken and written English.	
Knowledge	Demonstrate a broad knowledge base in the following <ul style="list-style-type: none">• Understanding of social care services in both voluntary and statutory sectors• Carers' issues and those relating to the persons they care for• Long-term disabilities and illnesses• Care related assessments and support planning• Underpinning knowledge of care related legislation e.g. Care Act 2014, Mental Capacity Act 2005, Children and Family Act 2014, Equalities Act 2010	Knowledge of other local/national carer support organisations
Experience, abilities and skills	Demonstrate <ul style="list-style-type: none">• At least 2 – 3 years' experience of support/working with informal carers in a paid or unpaid capacity• Experience of providing advice and information, particularly by telephone and email• Experience in delivering emotional support• Good administration and IT skills• Excellent interpersonal skills enabling effective communication with a wide range of individuals and agencies• Experience of working with clients in a group setting and individually• Experience of advocating for clients• The ability to work as part of a team and to work confidently and sensitively with a wide range of people• Ability to work on own initiative with minimal supervision whilst working as part of a team• Proven ability to write clear and concise, reports, minutes and publicity	<ul style="list-style-type: none">• Experience of using a Contact Management System (e.g. Charity Log)• Ability to provide a range of interventions, such as counselling/motivational interviewing• Working with or within the voluntary sector, education and/or health and social care services.• Working with carers or having undertaken a caring role• Experience of delivering support and interventions using online platforms such as video conferencing apps
Personal Qualities	<ul style="list-style-type: none">• Reflective practitioner• To be client focussed• Williness to embrace the organisations values and professionalism	

	<ul style="list-style-type: none"> • The ability to maintain good working relationships with people at all levels • Sensitive to the needs of others • Well organised • To have a flexible and can-do approach • Positive attitude and self-motivated • A commitment to enhance the lives of carers, involving them in service development and evaluation as appropriate • A commitment to diversity and equal of opportunities / anti-discrimination practice 	
Circumstances	<ul style="list-style-type: none"> • Ability and willingness to work, occasionally, outside normal working hours • Undertake training and personal development 	

Richmond Carers Centre is committed to supporting access to learning and development to perform the role to its full potential.