

Richmond Carers Centre
JOB DESCRIPTION

Job Title:	Young Carers Support Worker
Holidays:	28 days per year plus 8 Public Holidays (pro rata)
Probationary Period:	6 months
Pension:	Workplace Pension Scheme with Peoples Pension.
Employer:	Richmond Carers Centre (RCC)
Supervised by:	Young Carers Support Team Leader
Base:	5 Briar Road, Twickenham. TW2 6RB

Purpose of Job

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

To be proactive in identifying young carers living within the London Borough of Richmond.

To provide support to young carers, sibling young carers and work with vulnerable families registered with Richmond Carers Centre to meet their individual needs.

To provide emotional 1:1 support to young carers through the mentoring programme delivered across schools in the London Borough of Richmond upon Thames, at Richmond Carers Centre or within the community as identified by need.

To support young carers to access after school groups, holiday activities and short breaks to promote their wellbeing.

To promote awareness within the voluntary, health, education and statutory sectors of the needs of young people with caring responsibilities.

To produce monitoring and evaluation reports required by funder/s to evidence work delivered within budget provided.

To work across organisational boundaries to promote the wellbeing of young carers.

Key Responsibilities

Support for young carers

1. To be proactive in the identification and registration of young carers living in the London Borough of Richmond upon Thames.
2. To work on Richmond Carers Centre – Young Carers Service’s telephone support, in partnership with the whole team.

3. To work with schools, voluntary organisations, statutory services, health services and others to raise awareness and identify young carers so that their wellbeing is maintained and improved.
4. To produce targeted publicity materials and information to identify 'hidden' young carers and to publicise the service through a variety of media and professional or community forums.
5. To process referrals made to Richmond Carers Centre – Young Carers Service, which will include conducting internal assessments of their caring role and responsibilities and identifying support needs.
6. To liaise with Richmond Carers Centre – Adult Carers Support Team to manage and deliver cross family support.
7. To provide individual support to young carers, and sibling young carers on a case-by-case basis towards established outcomes through delivery of a mentoring programme delivered in local schools, community, and on site at RCC.
8. To attend or provide reports for multi-agency meetings as required, in support of young carers and their families, including Child Protection, Child in Need and Team Around the Child/Family meetings.
9. To support and assist with the planning of suitable after school groups and holiday activities in liaison with the Young Carers Support Team Leader and the Young Carers Activities Coordinator.
10. To participate in the delivery of young carers group activities with the Young Carers Support Team during school holiday periods, evenings, weekends, and to attend residential holiday activities.
11. To assist in the support of Young Carers Service sessional staff with support of wider Young Carer Team as appropriate for the service.
12. To support in the delivery of targeted support to young carers aged 16-18, supporting with their transition to becoming an adult including signposting to relevant support agencies, supporting with education and career goals and registering with Richmond Carers Centre - Adult Carers Service

Monitoring, reporting and service development

13. To keep accurate records of group and individual carer engagement for monitoring and evaluation purposes
14. To contribute to, and provide case studies for, quarterly operational reports, funding applications and other reports as required by Young Carers Service.
15. To complete and provide outcome surveys for the mentoring programme and activities and contribute to the annual outcomes project.
16. To take part in the development, implementation and review of internal systems and organisational tools.
17. To work in partnership with the Richmond Carers Centre Leadership Team and other relevant staff to identify areas of unmet needs of young carers.
18. To participate in key events organised by Richmond Carers Centre and other relevant partners to promote its services to the wider public and professional agencies.

Administration and General

19. To comply with the General Data Protection Regulations relating to personal information of individual members of the public, young carers and their families.

20. 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.
21. To participate in learning and development as and when necessary, including core training and during induction period.
22. To undertake additional responsibilities as designated by the Chief Executive or Operations Manager of Richmond Carers Centre and commensurate with the position.
23. To assist RCC to achieve our commitment to being more environmentally responsible and to reduce our carbon footprint where possible

This post is subject to the employee undertaking an enhanced Disclosure and Barring Service check - renewable every 3 years.

PERSON SPECIFICATION

Post: Young Carers Support Worker

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

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> • At least two years’ experience, or one year with a relevant qualification e.g. in Youth Work, Social Work, Education or Health Visiting, of working with children or young people aged up to 18. • A good level of general education, including clear spoken and written English. 	
Knowledge	<ul style="list-style-type: none"> • Understanding and sensitive approach towards the situation, needs and difficulties faced by young carers. • A broad understanding of the issues affecting young people, in particular young carers. • A sensitivity to, and understanding of, the potential impact of caring responsibilities on children and young people. • Understanding of and commitment to the practical implementation of Equality, Diversity and Inclusion in all areas of work. • Commitment and ability to work within the Centres Confidentiality policy. 	<ul style="list-style-type: none"> • Knowledge of the legal framework and recent policy developments in health and social care affecting young carers, sibling young carers, and vulnerable families. • Knowledge of other local/national carer support organisations
Experience, abilities and skills	<ul style="list-style-type: none"> • Experience of working with children and young people both individually and in groups – with proven ability to support young carers through mentoring and goal-oriented approach. • Excellent interpersonal skills enabling effective verbal and written communication, with the ability to work constructively with young carers and their families, schools and other relevant agencies. • Ability to clearly promote the needs and issues of young carers in professional forums. • Ability to think strategically and plan projects. • Ability to write clear and concise information, publicity and reports. • Excellent administration and IT skills. • Ability to plan and prioritise a diverse workload. 	<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 active listening/motivational interviewing • Working with or within the voluntary sector, education and/or health and social care services. • Working with young carers or having undertaken a caring role. • Experience of delivering support and interventions using online platforms such as video conferencing apps.

	<ul style="list-style-type: none"> • Ability to work on own initiative with minimal supervision whilst working as part of a team. 	
Personal Qualities	<ul style="list-style-type: none"> • Reflective practitioner. • To be client focussed. • Willingness to embrace the organisations values and professionalism. • The ability to maintain good working relationships with people at all levels. • Sensitive to the needs of others. • Well organised. • Flexible and can-do approach. • Positive attitude and self-motivated. • A commitment to enhance the lives of young carers, involving them in service development and evaluation as appropriate. • A commitment to diversity and equal of opportunities / anti-discrimination practice. • A commitment and willingness to undertake training and personal development 	
Circumstances	<ul style="list-style-type: none"> • Ability and willingness to work, occasionally, outside normal working hours. 	<ul style="list-style-type: none"> • Able to drive with regular access to own transport for travel across the borough as required as part of the service delivery.

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