

Richmond Carers Centre
JOB DESCRIPTION

Job Title:	Adult Carers Support Worker
Holidays:	28 days per year plus 8 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, and groups.

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

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 agreements for RCC.

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

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

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 identification and 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 deliver professional awareness sessions with local services to raise awareness and identify unpaid carers so their wellbeing is maintained and improved.
4. To process referrals made to Richmond Carers Centre – Adult Carers Service.
5. 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.
6. To liaise with Richmond Carers Centre – Young Carers Support Team to manage and deliver cross family support.
7. 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.
8. To complete individual grant applications with carers for respite or if they are experiencing financial hardship due to the cost-of-living crisis.
9. To actively promote and refer carers to support services local and national, statutory or third sector.
10. 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.
11. To work where appropriate with other service providers/agencies to promote the carer agenda or jointly deliver carer activities or events.

Monitoring, reporting and service development

12. To keep accurate records of group and individual carer engagement for monitoring and evaluation purposes.
13. To contribute to, and provide case studies for, quarterly operational reports, funding applications and other reports as required by Adult Carers Service.
14. To actively participate in service review and development which includes the proactive use of Richmond Carers Centre outcomes monitoring framework.
15. To take part in the development, implementation and review of internal systems and organisational tools.
16. To work in partnership with the Richmond Carers Centre Leadership Team and other relevant staff to identify areas of unmet needs of carers.
17. To participate in key events organised by Richmond Carers Centre and other relevant partners to promote services to the wider public and professional agencies.

Administration and general

18. To comply with the General Data Protection Regulations relating to personal information of individual members of the public including carers and their families.
19. 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.
20. To participate in learning and development as and when necessary, including core training and during induction period.

21. To undertake additional responsibilities as designated by the Chief Executive or Operations Manager of Richmond Carers Centre as commensurate with the position.
22. To assist RCC in achieving our commitment to being more environmentally responsible and to reduce our carbon footprint where possible.

PERSONAL SPECIFICATION

POST: Adult 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	<p>Demonstrate a broad knowledge base in the following:</p> <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 e.g. Long-term disabilities and illnesses, Care related assessments and support planning • Underpinning knowledge of care related legislation. • 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 unpaid adult carers. • Knowledge of other local/national carer support organisations
Experience, abilities and skills	<ul style="list-style-type: none"> • 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 • Excellent 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 think strategically and plan projects. 	<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 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 • Proven ability to write clear and concise, reports, minutes and publicity 	
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 • The ability to set and maintain professional boundaries • Well organised • 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 • 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 	

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