

# CarersBucks

## **JOB DESCRIPTION**

Job title:	Older Carer Support Team Leader
Team:	Older Carers Support Team
Salary:	£24,000 - £26,000 p.a.
Hours:	37 hours per week
Duration:	Permanent
Location	The work base will Carers Bucks offices in Aylesbury
Responsible To:	Carers Bucks Adult Carers Service Manager

## **Job Aim**

To have overall responsibility for the older carers support service in Buckinghamshire and Milton Keynes for carers aged seventy five plus who are isolated and struggle to access existing services.

To lead, manage and support the Older Carers Support Team in Buckinghamshire and Milton Keynes in the provision of timely and accurate information, advice, guidance and emotional support.

To hold a small case load of older carers who receive the service as agreed with the Adult Carers Service Manager.

As primary care services develop, to ensure the Older Carers Support Service promotes carer awareness and referral in Primary Care Networks, GP practices and primary care base multi-disciplinary teams.

## **Key responsibilities/accountabilities**

- To have overall responsibility for the Older Carers Support Service in Buckinghamshire and Milton Keynes
- To lead, supervise, motivate and support the Older Carers Support Team in the day to day delivery of high quality advice, information and guidance for older carers
- To provide leadership, encouragement and coaching to the Older Carers Support Team and establish and maintain a positive and effective working environment; dealing with any interpersonal issues as and when they arise
- To work cooperatively with Carers Milton Keynes Adult Carers Service Coordinator to ensure the effective delivery of the service in Milton Keynes
- Ensure that older carer referrals are dealt with in a timely and efficient manner so that they receive high quality support as agreed with the Adult Carers Service Manager, this will include holding a small caseload

- The service includes home visits. On the initial visit an assessment will be undertaken with the carer to assess their needs and develop a support plan. Up to five follow up visits will take place to support the older carer to make the changes in their life that they have identified.
- The help which will be provided will depend on the carers assessed needs but could include encouraging the take up GP health checks and flu immunisation, memory assessments/screening, depression screening, advice on trips and falls, opportunities for carers to pursue their own interests away from caring or access to counselling services/talking therapies
- The Older Carers Support Service should be supportive but should not promote dependency
- Manage remote / home based staff by utilising technology effectively
- Ensuring that there are enough staff to cover the service at all times
- To lead and facilitate Older Carers Support Team meetings
- To ensure that the team have the skills and knowledge they need to support older carers
- Ensure that the team are trained and qualified to the required standard
- Undertake annual performance reviews with members of the Older Carers Support Team
- Achieve targets set by the Buckinghamshire Adult Carers Service Manager
- Develop and implement systems to capture monitoring data as required
- Produce reports as required including the use of data from Carers Bucks and Carers Milton Keynes data bases
- Work closely with the Adult Carers Service Managers in Buckinghamshire and Milton Keynes to ensure the service meets stakeholder requirement and runs smoothly in both areas
- Manage volunteers to support carers and manage the team to do this
- Develop productive relationships with other advice and information services and condition specific organisations in Buckinghamshire and Milton Keynes and ensure the team have a good understanding of their services
- Establish and maintain referral pathways between Carers Bucks, Carers Milton Keynes and other organisations
- Develop productive relationships with primary care services and manage and support the team to do this
- To develop and maintain professional relationships with social care services
- Provide effective feedback to team members regarding the organisation's performance, strategy and operational targets
- Provide effective feedback upwards to the Adult Carers Service Managers

- To participate in and represent Carers Bucks and Carers Milton Keynes joint activities e.g. AGMs, Carers Week, Carers Rights Day, open days, other promotional events and conferences
- To gain vocational training qualifications relevant to carers support as set out by Carers Bucks
- Undertake other relevant training and be proactive in assessing own training needs
- To ensure the team identify and support carers who are willing to talk to the media about their caring role
- To lead and manage the team so that they work with and support Carers Bucks and Carers Milton Keynes fundraising teams
- To lead and manage the team so that they work with and support Carers Bucks and Carers Milton Keynes communications functions
- Any other duties as reasonably required by Carers Bucks

### **Key Skills and attributes**

- The ability to effectively lead, motivate and supervise the older carers support team
- Be a self-starter and be self-motivated
- Empathic, with the ability to deal with confidential issues in a professional manner
- Well organised and passionate about supporting carers
- The ability to achieve vocational qualifications
- To be well informed about carers rights, the experiences of older carers, what resources are available to support them and be able to signpost and support older carers to access them
- Ability to use standard IT packages and to use Carers Bucks and Carers Milton Keynes databases following training
- Able to communicate effectively in writing and verbally to carers and professionals
- To be confident and persuasive when dealing with health and social care professionals and the public
- A commitment to the values and ethos of Carers Bucks and Carers Milton Keynes
- Ability to manage volunteers
- Have the ability to deliver older carer awareness training to other organisations and professionals
- Have the ability to manage the team to facilitate Carers Information Events

- Have the ability to develop productive working relationships with other professions including those based in GP practices
- Time management and project management skills
- Have the ability to meet targets and manage in a high pressured environment
- Committed to the provision of a consistent, high quality service that supports older carers physical and emotional well being
- A good knowledge of carers rights and the services available to them
- A good level of knowledge and understanding about developments in Health & Social Care services in Buckinghamshire and Milton Keynes
- Have time management and project management skills
- Be an encouraging and inspiring manager, who enables people to reach their potential

## **Person Specification**

### **Qualifications and Experience**

- At least two years' experience of working within the advice/information field (E)
- Experience of working with carers (D)
- Experience of working with older carers (D)
- A full driving licence and access to own transport (E)
- Ability to manage staff (E)
- Experience of report writing (E)
- Experience of working with health and social care professionals (D)

### **Knowledge and Understanding**

- A clear understanding of the issues affecting older carers and their support needs (E)
- Understanding of welfare benefits system (D)
- Understanding of the needs of older carers and of the issues around access / barriers to services (D)
- Demonstration of a commitment to equality and diversity (E)
- Ability to understand Adult Safeguarding policies (E)
- A good level of knowledge and understanding about developments in Health and Social Care services in Buckinghamshire and Milton Keynes

## **Competencies**

- Excellent verbal, listening and written communication skills (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and have proven time management skills (E)
- Ability to lead, support and motivate a team (E)
- Good general level of office IT skills (E)
- Ability to develop outcomes measures for carers support (E)
- Ability to gain qualifications relevant to older carers support

## **Personal Attributes**

- Highly self-motivated with ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours, occasional evening/weekend work as required (E)
- Ability to promote the needs of older carers and the work of Carers Bucks and Carers Milton Keynes (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Bucks and Carers Milton Keynes (E)
- A commitment to team working (E)

E = Essential

D = Desirable