



JOB DESCRIPTION

Job title:	Older Carers Support Worker
Team:	Caring for older Carers Service
Salary:	£21,000 to £22,250
Hours:	37 hours per week
Duration:	Permanent
Responsible To:	Older Carers Support Team Leader – Carers Milton Keynes/Carers Bucks
Location:	To be home based with responsibility for a specific geographic area in Milton Keynes

Job Aim

The main role of the Older Carers Support Worker is to provide information, advice and support including emotional support, to older carers (aged seventy five and over) in Milton Keynes. To identify and assist previously unidentified older carers.

The Older Carers Support Worker will support isolated older carers who struggle to access existing services. Their isolation may be due to the restrictions that caring imposes, their frailty, depression/anxiety and a lack of local transport, particularly in rural areas.

The Older Carers Support Worker will undertake home visits. On the initial visit an assessment will be undertaken with the carer to assess their needs and develop a support plan with them using an assessment and planning tool. Up to five follow visits may be necessary to help 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 Worker should be supportive but act in such a way as to discourage dependency on the part of the older carer.

To work with GP practices to ensure that they identify their patients who are older carers and refer them to Carers Milton Keynes as appropriate.

To work with Carers Milton Keynes Adult Carers Support Team to ensure that older carers support is integrated into that service.

To support social events which provide carers with a break from caring and reduce their social isolation.

To support the work of Carers Milton Keynes/Carers Bucks fundraising team.

To support the work of Carers Milton Keynes/Carers Bucks communications team.

Main duties

- Provide accurate and timely advice and information to older carers via home visits, telephone calls, e-mails, face to face, Skype, or FaceTime.
- To assist older carers to understand and obtain a Carers Assessment if appropriate and to enable carers to represent their needs confidently
- Develop and maintain a high level of knowledge and understanding of older carers' needs and the services and benefits available to them
- Develop a network of contacts with other organisations to further the support of older carers and raise awareness of older carers issues
- Seek opportunities to identify 'hidden' carers and publicise services available to them
- Support carers in setting up an emergency plan in case the carer is unable to care for a short period
- Encouraging carers to take up GP health checks and flu immunisation
- Carry out memory assessments/screening
- Conduct depression screening
- Support older carers to access opportunities to pursue their own interests and activities away from caring. e.g. local groups, societies, lunch clubs
- Access to counselling services/talking therapies
- Provide advice on trips and falls
- To undertake assessments of trigger factors for hospital admission, e.g. falls, early identification of urinary tract infection and hydration for the carer and cared for
- Support older carers with establishing power of attorney
- Encourage older carers to register as a carer with their GP to get access to enhanced services such as patient information sharing agreements and joint appointments
- Referral to training courses such as "Managing Challenging Behaviour" and "Moving and Handling"
- Welfare benefits advice (many will be entitled to Attendance Allowance, Pension Credit and other benefits)
- Refer to other support services i.e. assistive technology aids and equipment, sitting services, befriending and gardening schemes
- Provide advice to managers and other staff on current issues and developments affecting

older carers' support

- Ensure that older carers records are up to date and comprehensive in line with agreed systems and processes
- Day-to-day administrative tasks and attending staff meetings
- To represent Carers Milton Keynes adult carers support service to GP practices in specific geographic areas and develop a good knowledge of other community assets in that area
- To participate in and represent Carers Milton Keynes in joint activities e.g. AGM, Carers Week, Carers Rights Day, open days, other promotional events and conferences
- To gain vocational training qualifications relevant to older carers support as set out by your line manager
- Undertake other relevant training and be proactive in assessing own training needs
- To identify and support older carers who are willing to talk to the media about their caring role
- Any other duties as reasonably required by your line manager

Key Skills and attributes

- Empathic, with the ability to deal with confidential issues in a professional manner
- Excellent listening and communication skills
- Well organised and passionate about supporting older carers
- Be able to retrieve and record information quickly and efficiently
- Work well as part of a team and to be supportive and respectful of colleagues
- The ability to achieve vocational qualifications relevant to the role
- Be well informed about older 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
- The ability to use standard IT packages
- The ability to use Carers Milton Keynes/Carers Bucks databases following training
- Ability to use tools which facilitate carers support such as the Carers Star
- Able to communicate appropriately in writing and verbally to both carers and professionals
- A commitment to the values and ethos of Carers Milton Keynes/Carers Bucks
- Ability to manage volunteers
- To have a good level of general education

- The ability to deliver carer training
- The ability to deliver carer awareness training to other organisations and professionals
- The ability to facilitate Carers Information Events
- The ability to develop productive working relationships with other relevant professions including those based in GP practices

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)
- 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 Milton Keynes (D)

Competencies

- Good verbal, listening and written communication skills (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and have time management skills (E)
- Good general level of office IT skills (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 Milton Keynes/Carers Bucks (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Milton Keynes/Carers Bucks (E)
- A commitment to team working (E)

E = Essential

D = Desirable