

# CarersBucks

## **JOB DESCRIPTION**

Job title:	Young Adult Carers Support Worker
Team:	Young Carer and Young Adult Carers Support Team
Salary:	£21,000 to £22,250
Hours:	37 hours per week
Duration:	Permanent
Location:	Home based, this may be subject to revision as the service becomes more geographically focussed over time.
Responsible To:	Young Carers and Young Adult Carers Team Leader

### **Job Aim**

The Young Adult Carers Support Worker's main task is to assess Young Adult Carers (YACs) needs and identify the level of support they need from our services or other services in the county.

The YAC Support Worker will either refer to our in house programme of one to one support, small targeted group work courses and social skills groups or they will refer and signpost to other appropriate support services.

The YACs Support Worker with a team of part-time staff and volunteers will deliver a local service of one to one support including Colleges/University drop-ins, targeted group work, courses and social skills groups.

YAC Support Workers will identify and assist previously unidentified carers in a variety of settings including colleges, the community, social services, and GP surgeries.

As Family Support and Early Help Services develop, YAC Support Workers will work in partnership with them to ensure that they identify and support YACs and participate in multidisciplinary teams with them to support of YACs and their families.

YAC Support Workers will be the face of Carers Bucks YAC service in a geographical area and their role will include identifying community assets, activities or funders which would be of benefit to carers.

### **Main duties**

- To receive referrals and undertake YAC assessments in a geographical area and allocate them to the appropriate level of support
- To lead a team of youth workers and volunteers to plan and deliver regular social skills and targeted support groups

- To provide planned, time limited one to one support for YACs at schools/colleges or other suitable venues
- Provide support to colleges/schools in a geographical area to run YAC groups and provide targeted support sessions as requested
- To use assessment and support planning tools to develop support plans for YACs
- To work in close partnership with the Adult Carers Support team in a geographic area and ensure there is a joined up whole family approach
- Where appropriate refer YACs to other services which would be of benefit to them such as hobbies, sports and social clubs and activities in their local community
- To develop a network of contacts with other organisations to further the support of YACs and raise the awareness of issues affecting YACs
- To seek opportunities to identify 'hidden' YACs and to publicise services available to them
- To ensure that YAC records are up to date and accurate
- To undertake day-to-day administrative tasks and attend staff/team meetings
- To participate and representing Carers Bucks in joint activities e.g. AGM, Young Carers Day, open days, other promotional events and conferences
- To gain qualifications relevant to YAC support work as specified by your manager
- To undertake relevant training and be pro-active in assessing own training needs
- To keep accurate records on all aspects of the work for monitoring and evaluation purposes
- To answer incoming telephone calls when office based
- To maintain productive and professional relationships with all other Carers Bucks staff at all times
- To work cooperatively with Carers Bucks fundraising team
- To work cooperatively with Carers Bucks communications team, in particular to identify those YACs who would be willing to talk to the media about their situation
- To facilitate other professional training in your area in conjunction with the Training and Volunteer manager
- Any other duties as reasonable required by Carers Bucks

### **Key Skills and abilities**

- Experience of working with young people aged 16-25
- Excellent listening and communication skills
- To be well organised and passionate about supporting YACs
- To be able to positively interact with children, young adults and their families
- To be able provide accurate and timely advice and information to YACs via the telephone, e-mails, Skype, FaceTime and in carers homes
- Following training be able to use assessment and planning tools to identify the level of support that YACs need and to plan with them how this should be provided
- The ability to develop and maintain a high level of knowledge and understanding of YACs needs/issues and the services and benefits available to them
- The ability to develop a network of contacts with colleges and other organisations in your area to further the support and raise the awareness of YACs issues
- The ability to keep up to date and accurate carers records on Carers Bucks data base following training
- The ability to use standard office IT packages
- The ability to gain qualifications relevant to YAC support work
- The ability to maintain productive and professional relationships with other Carers Bucks staff at all times
- The ability to work cooperatively with Carers Bucks fundraising team
- The ability to work cooperatively with Carers Bucks communications functions
- The ability to facilitate YAC training programmes in conjunction with the Training and Volunteer manager

### **Person specification**

#### **Qualifications and Experience**

- At least two years' experience of working with young people from 16-25 years old (E)
- Experience of working with YAC (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 YACs and their support needs (E)

- Understanding of the needs of YACs and of the issues around access / barriers to services (D)
- Demonstration of a commitment to equality and diversity (E)
- Ability to understand Children's and Adult's Safeguarding policies (D)
- A good level of knowledge and understanding about developments children and young people's services in Buckinghamshire (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 YAC 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/willingness to work flexible hours including evenings and weekends (E)
- Ability to promote the needs of YACs and the work of Carers Bucks (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Bucks (E)
- A commitment to team working (E)

E = Essential

D = Desirable