

# CarersMK

## JOB DESCRIPTION

Job title:	Carers Support Worker
Team:	Adult Carers Support Team
Salary:	£21,060 – £22,250 (pro-rata)
Hours:	22.5 hours worked over three days a week, core hours 09.00 to 17.00 hours, with some evening and weekend work
Duration of Post:	6 month contract with a view to extending to permanent subject to funding
Responsible To:	Adult Carers Team Coordinator

### Job purpose

The Support Worker's main task is to provide emotional support, information, advice and guidance to adult and parent carers and to identify and assist previously unidentified carers informing them of the services available via Carers Milton Keynes according to the eligibility criteria and in line with its contractual obligations.

The post holder will liaise and network proactively with other agencies and professionals to raise awareness of carers.

This will include developing, organising and running drop in and support groups for carers in community settings across the Borough.

### Location:

Carers MK, Margaret Powell House, 439 Midsummer Boulevard, Milton Keynes, MK9 3BN

### Main Duties and Responsibilities:

- To provide accurate and timely advice and information to adult carers via telephone calls, e-mails, home visits and outreach sessions and to advocate for carers where necessary
- To advise carers and staff on applying for funding for specific equipment, adaptations or training that will support them in their caring role. Sign post carers to relevant supporting agencies, as appropriate
- To develop and maintain a high level of knowledge and understanding of carers' needs and the services and benefits available to carers. Maintain an overview of the services, policies and activities which have an impact on carers by active liaison and networking with other agencies to raise awareness of and ensure carers' needs are met
- To develop a network of contacts with other organisations to further the awareness of carers' issues
- To develop activities in partnership with colleagues and other agencies that identify hidden

carers and publicise services available to them

- To encourage the development of new and existing carers support groups, to include opportunities for respite activities, for social interaction, to promote consultations between statutory and voluntary agencies and consult with carers on the services provided by Carers Milton Keynes
- To support carers in setting up emergency plans
- To set up, organise and run drop in advice sessions for carers in community setting across the Borough of Milton Keynes
- To set up, organise and run support groups for carers in community settings across the Borough of Milton Keynes
- Undertake day-to-day administrative tasks and attending staff meetings
- Participate and represent Carers Milton Keynes in joint activities e.g. AGM, National Carers Week, Carers Rights Day, open days, other promotional events and conferences
- Undertake relevant training and be proactive in assessing own training needs
- Keep accurate records on all aspects of the work for monitoring and evaluation purposes
- To work cooperatively with Carers Milton Keynes fundraising team
- To work cooperatively with Carers Milton Keynes communications team
- Any other duties as reasonable required by Carers Milton Keynes

### **Key Skills, abilities and attributes**

- To be empathic, with the ability to deal with confidential issues in a professional manner
- To have excellent listening and communication skills and the ability to use motivational interviewing techniques
- To be well organised and passionate about supporting carers
- To be able to provide accurate and timely advice and information to adult carers via the telephone, e-mails, face to face, Skype/FaceTime and group sessions
- To be able to use triaging tools to identify the level of support that carers need following training
- To be able to use assessment and planning tools to develop more in depth support for those carers assessed as having higher support needs following training
- The ability to develop and maintain a high level of knowledge and understanding of carers needs/issues and the services and benefits available to them
- The ability to develop a network of contacts with other organisations to further the support of carers and raise the awareness of carer issues

- The ability to seek opportunities to identify 'hidden' carers and to publicise services available to them
- The ability to represent Carers Milton Keynes support service to GP practices and Primary Care Networks and develop a good knowledge of community assets
- The ability to keep carers records up to date and accurate
- The ability to use standard office IT packages
- The ability to use Carers Milton Keynes data base following training
- Ability to manage volunteers
- The ability to gain qualifications relevant to adult carers support work
- The ability to maintain productive and professional relationships with other Carers Milton Keynes staff at all times
- A commitment to the values and ethos of Carers Milton Keynes
- The ability to facilitate carers support groups and carer training programmes in conjunction with the Training and Volunteer manager
- The ability to support social events which provide carers with a break from caring and reduce their social isolation
- The ability to work cooperatively with Carers Milton Keynes fundraising team
- The ability to work cooperatively with Carers Milton Keynes communications functions

## **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 adult 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 adult carers and their support needs (E)
- Understanding of welfare benefits system (D)
- Understanding of the needs of adult 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 (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 adult 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 adult carers and the work of Carers Milton Keynes (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Milton Keynes (E)
- A commitment to team working (E)

E = Essential

D = Desirable