



## **JOB DESCRIPTION**

Job title:	Senior Support Worker
Team:	Young Carers Support Team
Salary:	£22,500 to £24,000
Hours:	37 hours per week – to include some evenings and weekends
Duration:	Permanent
Location:	Carers Milton Keynes offices in Central Milton Keynes
Responsible To:	Young Carers Service Manager

### **Job Aim**

The lead and manage the young carers team in the delivery of support for young carers in Milton Keynes.

To provide support for young carers in Milton Keynes.

### **Duties**

To lead and manage the young carers team in delivering a programme of one to one support, small targeted group work courses, youth club and holiday activities and to refer to other appropriate support services.

To undertake monthly supervision with the members of the Young Carers team.

To organise and lead regular Young Carers team meetings.

To assess the needs of newly referred young carers and to identify appropriate models of support i.e. outings, help with hobbies or homework, social skills based on their assessed needs.

To provide regular one to one support to young carers by meeting them at home or school and supporting them as required.

To encourage young carers to discuss their needs, once a relationship of trust has been established.

To support individual young carers to access specialist groups and mainstream young carer activities and clubs.

Provide support to schools to run young carers groups and provide targeted support sessions at the schools.

To attend clubs, meetings and activities for young carers and plan and deliver group work programmes in response to assessed needs.

To support the Young Carers team in the delivery of specialist groups as required.

To keep all receipts and remain within authorised expenditure levels for outings.

To support families in a holistic way by helping them to access services or practical help.

To communicate immediately any Child Protection concerns, and participate in professional meetings when appropriate.

To attend multi-professional meetings as required.

To keep accurate and detailed records of all interventions on Carers Milton Keynes data base.

To attend monthly supervision with the Young Carers Service Manager.

To undertake training as required.

To work in close partnership with the Young Adult Carers service and the Adult Carers team and ensure a joined up whole family approach is undertaken when appropriate.

To develop a network of contacts with other organisations to further the support of carers and raise the awareness of carer issues.

To seek opportunities to identify 'hidden' carers and to publicise services available to them.

To answer incoming telephone calls when office based.

To participate and representing Carers Milton Keynes in joint activities e.g. AGM, Young Carers Day, open days, other promotional events and conferences.

To gain qualifications relevant to young carer support work as specified by your manager.

To undertake relevant training and be pro-active in assessing own training needs.

To maintain productive and professional relationships with all other Carers Milton Keynes staff at all times.

To work cooperatively with Carers Milton Keynes fundraising team.

To work cooperatively with Carers Milton Keynes communications team, in particular to identify young carers who would be willing to talk to the media about their situation.

To undertake other duties that fall within the remit of the post as requested by the Young Carers Service Manager.

## **Key Skills and abilities**

- Experience of working with children and young people
- Excellent listening and communication skills
- Well organised and passionate about supporting young carers
- Ability to manage a small staff team
- To be able to interact positively with children, young people and their families
- To be able provide accurate and timely advice and information to parents and young carers via the telephone, e-mails FaceTime, Skype and in their homes
- To be able to use assessment and planning tools to identify the support that young carers need following training
- The ability to develop and maintain a high level of knowledge and understanding of young carers needs/issues and the services and benefits available to them
- The ability to develop a network of contacts with schools and other organisations to further the support young carers to raise the awareness of their issues
- The ability to keep carers records up to date and accurate
- The ability to use standard office IT packages and Carers Milton Keynes data base following training
- The ability to gain qualifications relevant to young carers support work
- The ability to maintain productive and professional relationships with other Carers Milton Keynes staff at all times
- The ability to work cooperatively with Carers Milton Keynes fundraising team
- The ability to work cooperatively with Carers Keynes communications functions
- The ability to facilitate young carer training programmes

## **Person specification**

### **Qualifications and Experience**

- At least two years' experience of working with children and young people (E)
- Experience of working with young 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 young carers and their support needs (E)
- Understanding of the needs of young carers and 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 children and young people's 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)
- Ability to manage a small staff team (E)
- Good general level of office IT skills (E)
- Ability to gain qualifications relevant to young carers support

## **Personal Attributes**

- Highly self-motivated with the ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours including evening and weekend work (E)
- Ability to promote the needs of young 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