

North Tyneside Carers’ Centre

Job Description

**Job title:** **Family Support Worker**

**Accountable to: Young Carers’ Team Lead**

**Job Purpose:** To bring about long-lasting change for young carers to enable them to have the same opportunities as other children and young people.

To provide whole family support to young carers aged 5-18 caring for a family member because of illness, disability, mental health difficulties or alcohol/substance misuse.

**Main Duties and Responsibilities:**

* Providing one to one outcome focused support for young carers.
* Providing family work to promote positive relationships and insight into family roles and responsibilities.
* Delivering wellbeing programmes to small groups of young carers to support them to maintain their emotional wellbeing.
* Working in partnership with all appropriate agencies to meet the needs of young carers and their families.

**Key tasks**

**1. Service Delivery**

1.1 To carry a caseload as determined by the Young Carers’ Team Lead.

1.2 To use assessment tools to understand the impact of caring on the young carer and develop an outcome focused plan with the young carer and their family to address their individual and family needs.

1.3 To work with the family to reduce the impact of caring on the young person and inappropriate levels of care.

1.4 To follow early help assessments to help the family access additional support they may need.

1.5. To provide advocacy for young carers and their families through attending relevant health, social care and educational meetings where required to ensure the young carer’s needs are considered.

1.5 To liaise and work in partnership with relevant organisations to ensure a whole family approach in supporting the young carer and their family.

1.6 To arrange a programme of wellbeing sessions to small groups of young carers, who are struggling, to help them develop resilience and coping strategies.

1.7 To make applications for grants on behalf of young carers and their families where appropriate.

1.8 To maintain records to support the work of the Young Carers’ Service including report writing, carer records, correspondence and monitoring.

1.9 To ensure that decisions or judgments which entail a high level of risk are referred to the Young Carers’ Team Lead in line with the organisation’s safeguarding policies.

1.10 To undertake any other reasonable requests for work as directed by the Young Carers’ Team Lead.

**2. Resources**

2.1 To make reasonable requests for expenditure within agreed project budgets.

2.2 To promote and ensure a sound and safe working environment.

2.3 To notify the Young Carers’ Team Lead when resource problems affecting service delivery occur.

**3. Staffing**

3.1 To attend and participate in regular supervision in accordance with organisational policy and procedures.

3.2 To identify own training needs with the Young Carers’ Team Lead.

3.3 To participate in Young Carers’ Service team meetings and Centre staff meetings.

3.4 To attend appropriate training and provide formal feedback to other staff.

3.5 To attend and participate in annual appraisals and agree annual objectives.

3.6 To assist in and participate in developmental opportunities.

**4. Quality assurance**

4.1 To adhere to the policies and procedures of North Tyneside Carers’ Centre.

4.2 To work to agreed explicit service standards as determined by the Young Carers’ Team Lead.

4.3 To work to agreed targets as set by the Young Carers’ Team Lead.

4.4 To assist in the monitoring and maintenance of agreed standards regarding the evaluation of service delivery as directed by the Young Carers’ Team Lead.

It is not always possible to define completely the duties and responsibilities attached to posts. Some variations may be necessary from time to time.

| CRITERIA | **ESSENTIAL** | **DESIRABLE**  | **HOW CANDIDATE WILL BE ASSESSED** |
| --- | --- | --- | --- |
| **Value Base** |
| Approachable – is caring and compassionate. | ✓ |  | Interview |
| Empathetic – able to listen and understanding a carers individual journey. | ✓ |  | Interview |
| Responsive – able to listen to carers needs and deliver individualised support. | ✓ |  | Interview |
| Empowering – can support carers to have a voice in decisions that impact on their lives. | ✓ |  | Interview |
| Aspirational – can support carers to be ambitious. | ✓ |  | Interview |
| **Education/Training** |
| NVQ 2 or 3 in youth and community studies or equivalent. | ✓ |  | Application form |
| Advocacy or mentoring qualification |  | ✓ | Application form |
| **Experience** |
| At least 2 years’ experience of supporting vulnerable children, young people and their families providing support to meet their needs.  | ✓ |   | Application form /Interview |
| Experience of providing information, advice and advocacy to vulnerable people. | ✓ |  | Application form /Interview |
| Experience of managing a complex and challenging caseload. | ✓ |  | Application form /Interview |
| Experience of providing a range of interventions to individuals to maintain their wellbeing. | ✓ |  | Application form /Interview |
| Experience of using monitoring and evaluation tools. | ✓ |  | Application form /Interview |
| **Knowledge / Understanding** |
| Understanding of social care, health and education services. | ✓ |  | Application form / Interview |
| Understanding of confidentially and GDPR. | ✓ |  | Application form / Interview |
| Comprehensive knowledge of the needs of carers. | ✓ |  | Application form / Interview |
| Understanding of legislation and guidance that impacts carers and the people they care for. | ✓ |  | Application form / Interview |
| Knowledge of local services and support available to carers. |  | ✓ | Interview  |
| Knowledge of safeguarding adults and children. | ✓ |  | Interview |
| Ability to work independently and as part of a team. | ✓ |  | Application form / Interview |

|  |
| --- |
| **Skills**, **Abilities and Attributes**  |
| Good IT skills with working knowledge of Microsoft Office systems, databases and the internet. | ✓ |  | Application form |
| Able to risk assess a carers situation and identify support needs. | ✓ |  | Application form /Interview |
| Ability to summarise and record electronically carers issues and support provided and record. | ✓ |  | Application form/Interview |
| Excellent written and verbal communication skills. | ✓ |  | Application form /Interview |
| Commitment to working in partnership with carers and other stakeholders. | ✓ |  | Application form/Interview |
| The ability to develop and maintain constructive relationships with a wide range of people and services.  | ✓ |  | Application form/Interview |
| Ability to develop and facilitate groups effectively.  | ✓ |  | Application form/Interview |
| **Other** |
| Have a flexible approach to working hours as this post maybe required to do some evening and weekend work.  | ✓ |  | Application form/Interview  |
| Ability to travel around North Tyneside. | ✓ |  | Application form/Interview |