**Carers of East Lothian (CoEL)**

**Job Description**

**Job Title Carer Support Worker**

**Job Purpose To provide person centred support leading to improved outcomes for carers in East Lothian. To work closely others to increase numbers of unpaid carers being supported and to assist carers to engage in consultations and planning of community care services.**

**Accountable to Carer Support Coordinator**

**Main Duties**

**Carer Support**

As part of CoEL’s Carer Support Team, the post holder will provide “one-stop” support for unpaid carers by:

* Providing person centred information, advice and support to carers, sensitive to their particular caring situation and focused on achieving agreed personal outcomes.
* Identifying, planning and brokering person-centred care solutions by supporting carers to access a range of services.
* Supporting carers to identify and access funds and services (including self-directed support) to support their caring role.
* Supporting carers to identify and access training and personal development opportunities, to help improve the balance of care with employment, learning and social life and personal wellbeing.
* Supporting carers to maximise their income through claiming welfare benefits and to address housing issues as required.
* Contributing to the development and delivery of training for carers.
* Supporting carers to access opportunities for peer support including facilitating regular group carer support meetings.
* Referring carers to other specialist support services as appropriate and after discussion with the carer

**Carer Identification**

* To assist with the identification of carers by working with primary and acute health care professionals, and social care services.
* To receive referrals of carers from primary and acute health care staff, community care staff and from any local agencies, including self-referrals

**Carer engagement**

* To support carers to participate in consultation and planning through a variety of methods including attendance at planning groups, scrutiny panels and specific focus groups

**Development work**

* To make contact, create links and liaise with carers, carers groups, voluntary, statutory and private sector agencies, to promote CoEL and raise awareness of carer support needs.
* To support local developments of carer support services
* To inform and consult carers on relevant issues by assisting in the organisation of carer events and the production of newsletters and information.

**General Duties**

The post holder will be expected to consistently and effectively perform a number of general duties:

* Comply with CoEL’s casework model and outcomes focus.
* Participate in regular duty sessions to respond to carer enquiries.
* Be responsible for the accurate and timely recording of enquiries and casework records including use of CoEL’s electronic database
* To help support volunteers in their role within CoEL.
* Assist in producing statistical information on carer support
* Comply with CoEL’s policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc
* Participate in CoEL’s staff team meetings.
* Carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

**Main Conditions of Service**

Employer Carers of East Lothian (CoEL)

Hours 25 hours pw. All salary and benefits are calculated pro-rata based on full time of 35 hpw.

Salary £24,052 to £26,629 full-time (pay award pending).

Benefits CoEL will match up to a 6% pension contribution and offer very flexible working arrangements.

Holidays Equivalent to 35 days (25 days leave plus 10 public holidays taken flexibly) full time.

Location Initially in our offices in Musselburgh but CoEL will be moving to offices within the new Community Hospital in Haddington in Sept 2019. Travel throughout East Lothian and occasional meetings across Scotland may also be required. Car use is considered essential. Mileage is paid at 45 ppm.

Line Manager Carer Support Coordinator

**Person Specification**

**Qualifications**

* Candidates will be expected to have a good general education which may include qualifications in counselling or other person-centred training, community development, adult education, social work, health / nursing, educated to university degree level or other relevant qualifications.

**Knowledge**

* A good understanding of the needs and situation of carers and a demonstrated commitment to supporting carers (essential).
* A sound knowledge of how Social Work, NHS, private sector and other community care services work and interact (essential).
* Knowledge of community care and health issues in East Lothian (desirable).
* Knowledge of the benefits system and welfare rights issues (desirable).

**Experience**

* At least one year’s experience in working in a person-centred manner (essential).
* Experience of facilitating peer support groups (desirable).

**Skills**

* Very good listening and general communication skills (essential).
* An ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner (essential).
* Good written skills and the ability to write concise and effective reports (essential).
* Proven ability of organising, prioritising and managing own work (essential).
* Confidence in the use of IT including Word, e-mail and calendar systems and internet facilities and the ability to be largely self-supporting in the office (essential).

**Other**

* Commitment to treat people fairly and even-handedly (essential).
* Commitment to confidentiality (essential).
* Clean, valid driving license and access to own vehicle (essential).
* Membership of PVG (Adult) Scheme (essential). If you are already a member we will pay for an update report but candidates who not members will be expected to join at their expense. Currently this costs £59.00.