

## **Job Description and Person Specification**

Title of Post:	Young Carer Engagement Worker (Temporary)
Employer:	South Lanarkshire Carers Network
Place of Work:	65 Bothwell Road, Hamilton ML3 0DW
Hours:	35 (full time)
Reports to:	Network Business Manager
Salary:	SLC Grade 2 Level 1 (£20,820.80 - £21,166.60)

### **Aim and purpose of the post:**

1. To engage and consult with young carers to gather their views on what they would want from a Young Carers Service.
2. To produce a report of the engagement and consultation process highlighting recommendations for a Young Carers Service for South Lanarkshire.
3. To work in partnership with staff at Universal Connections (UC) in identifying young carers to engage in the project.
4. To liaise with UC to establish a young carer's statement review process in line with current legislative requirements for young carers attending groups.
5. To complete and review Young Carer Statements in line with legislative requirements.
6. To provide support to the Young Carers Forum to ensure young carer issues continue to influence local service development and planning, and that young carers are engaged in decision making processes.
7. To contribute to the development of policies and procedures to safeguard young carers safety.

### **Key Tasks/Activities**

#### **Engage and consult with young carers**

- Working in partnership with key agencies including Universal Connections (UC), identify and engage young carers to consult on their support needs.
- Working with colleagues and key partners in UC and South Lanarkshire Council (SLC), develop a consultation process that captures the views of young carers on what they may need/want from a Young Carers Service.
- Develop a range of engagement activities and methods that encourage young carers to get involved in the consultation process.
- In conjunction with the Network Business Manager (NBM), produce a report making recommendations about a Young Carers Service based on the results of the consultation process.

## **Young Carers Forum**

- Assist in transitioning the Young Adult Carers Forum to commence operation as part of South Lanarkshire Carers Network (SLCN).
- Engage with and provide support to South Lanarkshire's Young Adult Carers Forum to identify and engage young adult carers to become members of the Forum and regularly attend meetings.
- Support the Forum to provide information support to young carers using a variety of methods and approaches (face-to-face and online) based on their needs and issues.
- Support the Forum to identify priorities and develop a work plan in line with their overall aims and objectives.
- Encourage Forum members to participate in engagement activities; in relevant local and national consultations; and in local planning groups to influence service planning and development.
- Support Forum office bearers in conducting formal meetings in line with their aims, objectives and priorities.

## **Service Improvement and Development**

- Support service improvement and development through continuous monitoring and evaluation of services in line with company policies and procedures ensuring appropriate paperwork is completed at all times.
- Contribute to the development and implementation of user-centred services that meet the needs of carers in achieving their personal goals and outcomes.
- Contribute to periodical reviews of monitoring and evaluating systems and services ensuring the continuous improvement of service user support services.
- Contribute to monitoring reports and funding applications through the production of monthly update reports as agreed in work plans.

## **Partnership working**

- Raise the profile of young carers and SLCN with all partners across South Lanarkshire in line with work plan and service development priorities.
- Liaise with primary care, health and social care staff to support service users.
- Deliver service user awareness training with statutory, third and independent sectors across South Lanarkshire.
- Represent SLCN and participate in networks and meetings as agreed and in line with service priorities.

## **Communications**

- In conjunction with the wider team, write and submit updates on social media platforms that provide information and support for young carers.
- Participate and contribute to internal meetings including support and supervision, and staff team meetings.

## **Administration**

- Ensure all service user paperwork is completed accurately, on time and stored in line with SLCN guidance including statistical, evaluation and support planning records.
- Enter and update service user support records held electronically on the database and other applications as appropriate in line with service guidance.
- Complete monthly update reports in line with work plan and current priorities.

## **Other**

- Undertake any other tasks or duties necessary to achieve the goals of the organisation under the direction of the Network Business Manager.
- SLCN reserves with right to vary or amend the duties and responsibilities of the post at any time according to the needs of the organisation's business.

## Staff Development

There will be a comprehensive induction programme within SLCN during the first four weeks in post. SLCN are committed to staff development and training. A programme of staff training and development opportunities is developed yearly.

## Criminal Records Disclosure

The post entails work with young people, some of whom may be vulnerable. SLCN will request an Enhanced Disclosure check prior to a formal offer of employment being made.

## Conditions of Service

35 hours per week as agreed with the NBM. The post holder will be required to adopt flexible working practices to meet the demands of the post as many young carers groups are delivered in the evenings and, on occasion's weekends. Time off in lieu will be awarded for any out-of-hours worked in agreement with the NBM.

## Annual and Public Holidays

25 days annual leave per annum, pro rata plus 12 public holidays, pro rata.

## Supervision

The post holder will receive regular supervision and yearly job appraisals. The frequency of supervision meetings may vary from weekly, to fortnightly, to monthly, to bi-monthly. The frequency will take account of the nature of the job, the post-holder's length of experience, whether any development or change is in progress.

## Equal Opportunities

SLCN is an Equal Opportunities organisation and is committed to being an Equal Opportunities employer.

### Pension

SLCN operate a contributory pension and contribute 5% to employee pension's following a qualifying period of 3 months.

### Union

SLCN will recognise the right of employees to join a registered Trade Union appropriate to their role.

### Travel

The post holder will be required to travel across South Lanarkshire and beyond to deliver the role. Therefore, the post holder is expected to use his or her own transport. If the post holder's own car is used, a current full driving licence and insurance covering the use of the vehicle for business purposes must be held and shown to the NBM annually. A casual car allowance is available if the post holders own car is used with the mileage rate agreed by the Board annually.

### **Person Specification**

	<b>Essential</b>	<b>Desirable</b>
Skills / Attributes	<ul style="list-style-type: none"><li>• A working knowledge of community development approaches and methods.</li><li>• Good listening, verbal and written skills, and ability to write reports.</li><li>• Ability to initiate, develop and sustain effective relationships with young people and their families.</li><li>• Ability to create a supportive and safe environment for young people.</li><li>• Ability to prioritise work and meet deadlines.</li><li>• Excellent organisational skills.</li><li>• Good IT skills.</li></ul>	<ul style="list-style-type: none"><li>• Community development qualification (or equivalent experience).</li><li>• Experience of developing community-based activities.</li></ul>
Knowledge / Experience	<ul style="list-style-type: none"><li>• A good understanding of the needs and issues experienced by young carers.</li><li>• Experience in planning, delivery, monitoring and evaluation of group work activities.</li><li>• Knowledge of statutory and third sector health and social care providers.</li><li>• A good understanding of working in partnership with a range of agencies and disciplines.</li></ul>	<ul style="list-style-type: none"><li>• Experience of engaging and consulting with young people.</li><li>• Minimum of 2 years-experience of working in a support service environment.</li></ul>
Personal Qualities (e.g. interpersonal skills, attitudes)	<ul style="list-style-type: none"><li>• A positive, enthusiastic and flexible attitude.</li><li>• Good negotiating, communication and interpersonal skills.</li><li>• Ability to build positive relationships.</li><li>• A tactful and diplomatic approach to dealing with sensitive and confidential information.</li><li>• Enthusiasm, commitment, energy and sense of humour.</li><li>• A flexible approach to working.</li><li>• A full driver's licence and access to a car for work purposes.</li></ul>	<ul style="list-style-type: none"><li>• Willing to travel regionally as required.</li><li>• Willingness to work in the evening and weekend when required.</li></ul>