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## JOB DESCRIPTION

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| Job Title: | Adult Carers Support Worker |
| Salary: | £21,030 per annum |
| Hours of work: | 35 hours per week (may include some unsocial hours) |
| Contract Type: | Permanent |

**Background**

PKAVS is a vibrant and diverse charity that improves the quality of life for the people of Perth & Kinross through four main service areas - Carers; Mental Wellbeing; Minority Ethnic Communities and Third Sector and Volunteering. PKAVS advances the lives of thousands of disadvantaged local people every year, as well as supporting, promoting and developing the wider Third Sector in Perth & Kinross.

PKAVS Carers Hub supports unpaid carers of all ages who are living in Perth & Kinross and caring for family, partners, friends or neighbours. Our trained support workers and volunteers help over 1200 adult carers retain a life outside of caring and develop skills or interests to enhance their own lives. PKAVS Carers Hub uses a holistic approach in working with people who have caring responsibilities and their families to assess and plan support. Supports can include access to training, respite services, information & advice, and support groups.

The Hub is available virtually through a multi-agency website and locally, through carers support staff working in localities in Perth & Kinross. PKAVS carers support staff will work as part of a health & social care partnership approach with health and social care colleagues who support complex care in a community setting.

**Role**

PKAVS Carers Hub is looking for a highly motivated individual to join us as an Adult Carers Support Worker. You will provide information, advice and support to help carers achieve positive outcomes in their lives and caring roles. You will act in the best interest of carers and those they care for, taking into account current legislation. Post holders will be required to pro-actively approach the implementation and monitoring of the agreed support plan and referral processes within the Carers Hub model, ensuring visits, support plans and reviews are conducted in a timely manner.

Post holders will play a key role in the planning, preparation and review of Adult Carers Support Plans ensuring a sound knowledge of the support packages and respite services that are available to carers and those they care for. Central to this model will be supporting Carers to connect into community based supports and achieve personal outcomes. Experience of working with and being able to engage directly with carers and those they care for is an essential element of this role.

**Key Objectives**

1. To increase access for carers to information, advice and support within their locality.
2. To enable carers to be better able to manage their caring role and look after their own health and wellbeing.
3. To prevent emergency respite admissions as a result of carer crisis.
4. To assist carers to be empowered, able to make informed decisions and be active participants in personalised care and support.
5. To support Carers to have a life outside of caring and achieve personal goals and outcomes.
6. To support the awareness raising of the Carers Hub within localities.
7. To support and advocate the positive development of a partnership-working approach ensuring the best possible journey for unpaid carers in Perth & Kinross.

**Duties and Responsibilities**

1. Work on a one-to-one basis with Carers to undertake Adult Carers Support Plans, using a professional and sensitive manner and flexible approaches to support positive actions and outcomes for Carers.
2. Provide clear and concise outcome focused written communication relating to support plans. Ensure that these are clearly evidenced and the outcome(s) for the Carers are clearly and accurately recorded.
3. Review support plans with Carers at regular intervals and in a timely manner to measure progress towards outcomes.
4. Ensure that confidentiality of Carers and other service users is protected at all times.
5. Work in partnership with care providers, carers support services and other agencies to ensure that outcomes from the support plan are met.
6. Through signposting, enable Carers to connect to support services within their community.
7. Work with colleagues within PKAVS to help Carers access information, advice and emotional support.
8. Form positive working relationships with Health and Social Care colleagues.
9. Maintain records manually and/or electronically; ensure GDPR guidelines are followed correctly.
10. Implement agreed evaluation methods to gather statistical information and qualitative feedback from Carers to evidence the impact that support has made to their life and caring role. Produce monitoring and evaluation reports to support wider project evaluation.
11. Undertake appropriate training as directed by the line manager, and use initiative to actively seek relevant training opportunities.
12. Co-operate with the introduction of new procedures and/or new technology systems.
13. Participate in PKAVS’ team meetings and attend regular support and supervision meetings with line manager.
14. Contribute to the development of the service by attending working groups and other forums as deemed appropriate.
15. Develop a working knowledge of appropriate resources, carer support services and care providers within work localities.
16. Keep an up-to-date knowledge on relevant legislation and policies.
17. Ensure working practice adheres to existing codes of practice, policy and relevant legislation relating to Carers.
18. Work as part of a team to identify future funding opportunities to allow for the growth and future development of the Carers Hub.
19. Work as part of the team by taking duty work responsibilities to provide information and advice through telephone or face to face support.
20. Help to develop and/or maintain existing support services in your allocated locality. These would include helping support the delivery of community cafes, complementary therapy groups, carer support groups etc.
21. To work with Ethnic Minority Communities to identify and support unpaid carers in those communities.

This job description is not an exhaustive list of tasks and the post holder may be asked to undertake any other reasonable duties in connection with their post.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** |
| E1 | SVQ Level III or HNC in Social Care or equivalent | ✓ |  |
| **Experience** |
| D1 | Experience of working with unpaid carers |  | ✓ |
| D2 | Experience of working in the Third Sector  |  | ✓ |
| **Knowledge & Understanding** |
| E2 | Understanding of issues which potentially impact carers | ✓ |  |
| E3 | Knowledge of resources available to support carers | ✓ |  |
| E4 | Understanding of the SSSC codes of practice | ✓ |  |
| E5 | Understanding the process of outcome focused assessments | ✓ |  |
| D3 | Understanding of Health & Social Care Integration  |  | ✓ |
| **Skills & Attributes** |
| E6 | Excellent communication skills – both written and oral | ✓ |  |
| E7 | Ability to plan, organise and prioritise workload  | ✓ |  |
| E8 | Effective report writing skills  | ✓ |  |
| E9 | Excellent interpersonal skills – a supportive manner and positive approach | ✓ |  |
| E10 | Ability to work as part of a team and also using own initiative  | ✓ |  |
| E11 | Ability to work with monitoring and evaluation frameworks  | ✓ |  |
| E12 | High standard of IT literacy | ✓ |  |
| E13 | Commitment to Continuing Professional Development | ✓ |  |
| E14 | Ability to travel independently in the course of your work and have access to a car | ✓ |  |

**Additional Information**

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| Employer: | The post-holder shall be employed by Perth & Kinross Association of Voluntary Service Ltd. (a registered charity in Scotland SC 005561). |
| Location of Work: | This post will be based at PKAVS Carers Centre, Lewis Place, North Muirton, Perth PH1 3BD or other sites/services as required by the organisation. |
| Responsible To: | Adult Carers Coordinator. |
| Probation: | This post carries a 6 month probationary period. |
| Induction: | A planned Induction Programme will be offered together with relevant job specific training. |
| PVG (Protecting Vulnerable Groups): | This post requires an enhanced check through PVG (Protecting Vulnerable Groups). |
| Offer of Employment: | An offer of appointment will be made subject to two satisfactory references, PVG check, and eligibility to work in the UK. |
| Support and Supervision: | The post holder will receive regular support and supervision carried out by the Adult Carers Coordinator. |
| Holidays | PKAVS determines annual leave entitlement in hours and not days to ensure equity for all employees by ensuring that staff who work variable hours/shifts do not receive either more or less leave than colleagues who work a standard shift pattern.

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| **On appointment - 238 hours** |
| Equivalent to 34 days(28 days annual leave and 6 public holidays) |
| **After 2 years - 252 hours** |
| Equivalent to 36 days(30 days annual leave and 6 public holidays) |
| **After 3 years - 273 hours** |
| Equivalent to 39 days(33 days annual leave and 6 public holidays) |

Please note that annual leave hours stated above are based on you working full-time. This will be calculated on a pro rata basis for part time staff. |
| Pension Scheme: | PKAVS Ltd operates an auto enrolment pension scheme. |

**PKAVS is an Equal Opportunities employer**