### Text Description automatically generated with low confidence Adult Support Worker

### Job Description

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| JOB IDENTIFICATION | | | | | | |
| **Job Title:** | | Adult CARER SUPPORT WORKER | | | | |
| Base: | | Unit 55 Embroidery Mill, Abbey Mill Business Centre, Paisley PA1 1TJ | | | | |
| Responsible to: | | CARERS SERVICES MANAGER | | | | |
| Salary Scale: | | £20520 Pro Rata | **Pensionable:** | | Yes |
| Hours: | | 24hours | **Holidays:** | 20 days Annual Leave 12 Public Holidays (pro rata) | |
| **Funding** | Funding expected until September 2022 with anticipation of a further year’s funding | | | | | |

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| JOB PURPOSE |
| 1. To provide high quality information, advice, and support to unpaid Carers living in Renfrewshire. 2. To work as part of the Carers Centre team supporting Carers who look after or intend to look after a partner, friend or relative who are unable to cope without support due to illness, disability, a mental health problem or addiction. 3. To enable Carers to access support services that meet their specific needs. 4. To provide intensive support to reduce crisis situations. |
| MAIN DUTIES & RESPONSIBILITIES |
| 1. Ensure that all adult unpaid Carers have knowledge of and access to the range of advice, information, and support services available through the Carers Centre, statutory, voluntary, private, and alternative services. 2. To provide intensive support to Carers which meets their personalised needs. 3. To promote and encourage Carers to consider completing an Adult Carer Support Plan to allow them to lead a fulfilling life alongside their caring role. 4. Provide 1-1 support to Carers and to include emotional support, if required. 5. Assist Carers to access relevant services, for example, taking them to appointments, if required. 6. Provide timely, accurate information. 7. To refer on to appropriate services where required. 8. To liaise with all community and statutory partners to increase the identification and recognition of unpaid Carers. 9. Manage caseload. 10. Monitor and evaluate the project using an outcomes-based approach. 11. Manage own workload on a day-to-day basis and use initiative and judgment to make decisions regarding workload and priorities, to meet changing deadlines. 12. Recognise opportunities and initiate action plans to develop the service in response to changing demands. 13. Undertake additional duties as may be required to ensure the development and success of the Carers Centre.      1. Identify own learning and development needs and devise action plans to address. 2. Engage in effective verbal and written communications with all relevant parties and organisations. 3. Maintain and promote confidentiality of information about people being cared for, Carers, staff and volunteers in accordance with GDPR. 4. Maintain awareness of Health & Safety Policies and guidelines and ensure mechanisms are in place to promote safety at all levels in organisation. 5. Occasional evening and weekend work may be required. 6. To liaise on a regular basis with the management of the organisation and prepare written reports as required.   This job description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade. |
| Management & Accountability |
| * Be accountable in the first instance to the Carers Services Manager. * Prepare and agree with the Carers Services Manager a programme prioritising areas of work. * Be required to participate in staff planning meetings. * Performance is appraised annually based on performance and personal objectives, key result areas and ability to fulfil criteria outlined in job description. |
| Key Result Areas |
| * Carer’s confidence and self-esteem increased. * Carers are more able to cope. * Carers are better connected to their communities. * Carers are less isolated. |
| Knowledge, Training & Experience required to do the Job |
| * Ability to communicate effectively verbally and in writing. * Ability to support Carers sensitively and effectively. * Ability to support equal opportunities in service delivery.      * Have knowledge and understanding of Carer’s needs and issues. * Have experience of working in social care sector. * An ability to demonstrate initiative, develop and implement new ideas and organise own work. * Experience of monitoring and evaluation |

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### Person Specification

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|  | **Essential (√)** | **Desirable (√)** |
| Experience of assessing individual’s needs and developing action plans | ✓ |  |
| Experience of monitoring and evaluation using outcome tools | ✓ |  |
| Excellent communication skills | ✓ |  |
| Good organisational, administrative and IT skills | ✓ |  |
| Empathy with carers and their needs | ✓ |  |
| HNC social care or equivalent | ✓ |  |
| Ability to work flexibly | ✓ |  |
| Driving license and use of a car |  | ✓ |
| Ability to maintain confidentiality | ✓ |  |
| Working knowledge of voluntary and statutory organisations and services |  | ✓ |
| Project development skills |  | ✓ |