

The Job Details

Job Title:	Young Carers Support Worker
Salary:	£23,000 pa
Pension:	5% of salary subject to Staff Policy Conditions (see Staff Handbook)
Conditions:	Refer to Staff Handbook for full details
Holidays:	32 days for full year January – December comprising 28 days + 4 fixed public holidays. Additional leave entitlements as per contract. All holiday allowances pro-rata for part years.
Hours of work:	35 hours per week. There will be a requirement to provide weekly evening support for the young carer groups or activities. A Time-Off-In-Lieu system operates for any additional hours worked or the normal working day is altered.
Probationary Period	4 weeks and then 3 months
Notice Period:	As per Contract
Contract Period:	1 year in first instance. Extension subject to additional funding being secured
Responsible to:	Young Carers Support Co-ordinator
Responsibilities:	Project Volunteers
Screening:	In working with Young Carers as part of your normal duties, you may be having one-to-one unsupervised access with a child or an adult at risk in a variety of settings including the individual's own home. In addition, as part of your normal duties you may be working with Volunteers and Carers with their own Additional Support Needs. This post is therefore subject to satisfactory references and membership of the Protecting Vulnerable Groups Scheme (PVG Scheme) .

The Organisation

Carers Link wants to see carers of East Dunbartonshire have the best possible quality of life, through help and support for their caring role and the opportunity to pursue their own needs, interests or work.

We are passionate about supporting carers because as staff, we've been there. Some of us are carers now, whilst the others have been carers in the past. Quite simply, we get it. We know the tiredness, the guilt, the frustration, the loneliness, the sadness that can all come with caring responsibilities. But we have also

seen a community of carers grow locally over the last 15+ years, sharing in their support of one another, sharing in their laughter, in their tears and sometimes both at the same time.

This shared experience is one of the things that makes Carers Link TRUSTED. Carers share so much of themselves with us because they trust us – not just to keep information confidential but to be there for them and to do what we say we will.



The Job



Carers Link's Linked Up Service offers support to young carers throughout East Dunbartonshire up to the age of 25. Our core services include 1:1 emotional support, wellbeing, information and advocacy including Young Carer Statements. We also work closely with the schools regarding access to all of these supports.

If the young Carer is over the age of 8, they can also access weekly group supports, school holiday day trips and occasional residential breaks (including sailing trips). Older young adult carers are also supported regarding further education and employability.

Alongside focusing on individual needs and outcomes, we also promote professional and public awareness of young carers' issues and offer young people the opportunity to be involved in the development of local services for all young carers.

Linked Up is delivered by a team with many areas of overlap and shared activities:

- Young Carer Co-ordinator has lead responsibility for the direction and delivery all services provided to 5-25 year olds. Such services encompass wellbeing, information and communications, planning and co-ordinating activities related to awareness raising and group social activities whether regular evening, day or residential. They also managing their own caseload of 1-1 supports and those of the Young Carers Team
- Young Carers Support Worker providing assistance is delivering all advocacy and group activities whilst managing their own caseload of 1-1 supports.
- Young Start Co-ordinator works with Young Adult Carers 18+ as well as those 16-17 years that are transitioning up. They have a particular focus on assisting with further education and employability.

The job description will be supported by objectives as agreed within the service specification and organisational business plan. *Please note that some elements of the role may need to be adapted to follow social distancing/coronavirus restrictions.*

The Tasks

Carer Support 1-1

- o Participate in the screening of new carers to the organisation as required, identifying their needs in relation to the services Carers Link has to offer and signposting and referring to partnership organisations as appropriate.
- o Assess the needs of newly referred young people and engage them in completing Young Carer Statements and developing individual support plans with the aim of maximising their opportunities to fulfil their potential and identifying appropriate support.
- o Provide advice, support, advocacy and guidance to children and young people in order to assist them in expressing their views and upholding their rights. This should include a 'whole family' approach if appropriate.
- o Help Young Carers to access break and activity funding.
- o Work closely within the team to ensure a smooth transition between age-appropriate services.
- o Participate in the Advocacy Team's 'duty' system as required to ensure adequate cover to respond to telephone queries or 'drop-ins' from Carers.
- o Ensure that accurate and up-to-date files for Carers are maintained.

Carer Support Group Activities

- o Enable young carers to participate in groups and activities that will reduce their isolation and increase their confidence and skills. This will include assisting in the planning and delivery of regular evening groups, programmes of activities during school holiday periods and also occasional 'one-off' and/or residential events.
- o In conjunction with the Young Carer Support Co-ordinator, carry out all aspects of administration, co-ordination and preparation of activities including travel arrangements, organising facilitators etc.
- o With lead from the Young Carers Support Co-ordinator, ensure the safety of Young Carers, Staff and Volunteers through cognisance of Health and Safety such as Social Distancing/Coronavirus Restrictions, Fire Evacuation and First Aid procedures and following appropriate risk assessments.

Raising Awareness

- o Participate in raising awareness talks/visits to schools and other groups, reaching out to young carers who do not use or know about our services. This will include talks, presentations and/or meetings with young people directly as well as through Community/Voluntary Organisations, Social Work, Education and Health Professionals.
- o Build close working relationships with teachers and the local schools to develop tailored approaches to identifying and supporting young carers.
- o Work closely with other Team Members in using online social media tools to publicise the service and engage with young people.

Service Development

- o Encourage and support young carers and their families to express their views and be involved in shaping both day-to-day activities as well as the strategic direction of the service.
- o Develop and implement procedures as necessary to carry out work with young carers in an efficient, effective and safe manner.
- o Utilise the organisation's database to its maximum potential in the planning, co-ordination and recording of activities. Ensure that accurate and up-to-date files (for activities and Carers as applicable) are maintained.

- o Ensure evaluation processes are followed for all aspects of Young Carer support to ensure monitoring and reporting on each area to Board Members and funders. Provide timely and accurate reports and statistics as required.

Organisational Responsibilities

- o Ensure Child and Adult Protection knowledge and practice is up to date and work undertaken under its guidance at all times.
- o Be led by the Young Carers Co-ordinator, Head of Services and CEO in the delivery of the projects aims and objectives.
- o Be aware of the Vision, Mission, Values and Objectives and work in a manner to reflect these.
- o Adhere to agreed budgets and timescales.
- o Work within the policies, principles and good practice of Carers Link, in particular adhering to confidentiality at all times in relation to information accessed through role involvement.
- o Make effective use of training opportunities made available.
- o Any other task that may be reasonably requested of the post.

The Person

Shared Experiences	Essential	Desirable
Personal experience of being a Carer or Young Carer		✓
An understanding of the issues faced by carers	✓	
Values	Essential	Desirable
Be true to your word - Be honest and act with integrity, deliver what you say you will do (but don't promise what you can't)	✓	
Recognising individual circumstances – Treat people with dignity and respect, whether carers, staff, volunteers or partner organisations	✓	
Time for you – Be willing to have a cup of coffee with someone (virtual or otherwise), chat and importantly, listen	✓	
Embracing change - Have a positive, energetic and 'can do' approach. Be creative at problem solving. A sense of humour helps too!	✓	
Do your best in all that you do – Have high standards in the quality of your work whether supporting carers or typing up notes on the database. Always seek to continually improve what you do and contribute to the improvement of the organisation	✓	
Be a team player and support your colleagues to ensure goals are met	✓	
Behave in a way which builds a strong reputation for Carers Link	✓	
Specific Experience or Skills	Essential	Desirable
Experience of working with/supporting Carers		✓
Experience of work with families where there are child welfare / child protection concerns and knowledge of Protection issues	✓	
Experience of working with young people 5-25 years of age or knowledge of current youth, children or young people's issues	✓	
An understanding of relevant policy frameworks such as "Getting it Right for Every Child" and Community Care Legislation	✓	
Experience of developing and planning programme of activities	✓	
Experience of facilitating or working with groups	✓	
Experience of providing information and advocacy	✓	

Experience of providing emotional support	✓	
Working knowledge of social media		✓
Experience of networking or liaising with other agencies		✓
Experience of working with Volunteers		✓
General Experience or Skills	Essential	Desirable
Knowledge of local community/East Dunbartonshire		✓
Ability to drive and have access to a car.		✓
Willingness & ability to work occasional evenings or weekends (<i>advance notice provided</i>)	✓	