# Job Description Carer Wellbeing Worker

**The Job Details**

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| Job Title: | Carer Wellbeing Worker  |
| Salary: | £23,000  |
| 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. All pro-rata for part years and part-time hours |
| Hours of work: | 32 hours per week. A Time-Off-In-Lieu system operates for any additional hours worked or the normal working day is altered.  |
| Place of Work | Hybrid i.e. mix of from home and office although visits will be mostly in the homes of carers throughout East Dunbartonshire |
| Probationary Period | 4 weeks and then 3 months |
| Notice Period: | As per Contract |
| Contract Period: | 1 years from start date – approximately March 2023 although potential for extension if further funding is successfully applied for. |
| Responsible to: | Head of Services |
| Responsibilities: | Project Volunteers |
| Screening: | In working with 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**

Covid-19 - with its impact, restrictions and lack of support - has highlighted the plight of carers who are exhausted and don’t know where to turn. It is almost impossible to quantify the toll this situation has taken on carers: they have faced increasing caring demands, increasing costs and a huge increase in the physical and emotional impact of caring.

The post is therefore part of our wider Positive Changes activities that aim to support carers to better manage the additional strains of caring during the Coronavirus pandemic and the effect this is having on their health. These other funded activities primarily focus on groups but we have identified a gap in providing the 1-1 wellbeing support that carers need.

Your aim is to provide them with the support and opportunity to help turn things around.

Providing carers with the information on the many services and networks available you will act as a central ‘connection point’, providing help, advice, support and links to our other services as well as the range of community initiatives available. We believe that there is a significant amount of local activity and provision focussed on improving health and wellbeing. Unfortunately, many people do not have the awareness of these activities or the support and encouragement to access them.

Your role is also about empowering carers to learn about their rights and options, taking a holistic view of their lives; encouraging them to acknowledge the impact of caring – especially during the pandemic, and supporting them to make chosen changes in all life aspects with long term effects. Importantly, you will be providing 1-1 support, encouragement and motivation to make even the smallest of changes to their lives – recognising that Carers in particular struggle to find time out from caring responsibilities to focus on their own needs.

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**

## One-to-One Wellbeing Support

* Carry out 1-1 wellbeing reviews[[1]](#footnote-1) with carers by which they will be supported to explore and express what they need to make them feel healthier, happier and stronger. Through these reviews you will:
* Support carers to set goals towards a change of their lifestyle choices and habits. This can lead to carers being better able to manage and cope with the challenges of caring.
* Connect carers with a wide range of activities and/or services that will enable them to meet their goals. Some services will be through Carers Link, some through Community Health Initiatives and others through Third Sector and local community activities.
* Liaise with Advocacy staff to take a holistic approach to wellbeing – many carers will need supports in place before they are able to think of themselves.
* Given pandemic restrictions, a key focus will also be to assist the carer to ‘get online’ so that they can also connect with services – as well as family, friends and wider community – through digital means, thus preventing further isolation.
* Provide ongoing support, encouragement and motivation to achieve goals. This will include the involvement of volunteers to assist in this area.
* Provide follow-up evaluations after 3 months to evaluate any difference made, goals achieved and assess future direction.
* Participate in the Advocacy Team’s ‘duty’ system as required to ensure adequate cover to respond to telephone queries or ‘drop-ins’ from Carers.
* As and when required, assist in the screening of new Carers to the organisation, identifying their needs in relation to the services Carers Link has to offer and signposting and referring to partnership organisations as appropriate.
* Ensure that accurate and up-to-date files for Carers are maintained.

## Volunteer Involvement

* Work with the Office Manager to help recruit and train appropriate volunteers.
* Ensure Volunteers involved in the project are supported to carry out their roles by providing day-to-day support, guidance and practical resources or instruction.
* Be responsible for the day-day organisation and support of any project volunteers, and for carrying out more formal supervision if required.

## Service Development

* Implement such **administrative processes** as necessary to deliver the project. This will include recording systems (e.g. records about individuals, general issues, numbers using the project, etc.) and outcome evaluation.
* 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
* Ensure **evaluation processes** are in place for all aspects of the project to ensure **monitoring and reporting** on each area to Board Members and funders. Provide timely and accurate reports and statistics as required.
* Work with the CEO and Information Co-ordinator to produce printed and online marketing & information material as agreed.

## Raising Awareness

* Work with the Information Co-ordinator to promote and publicise activities to Carers and to people working with Carers through, for example, the ‘What’s On’ newsletter, e-bulletin, website and social media.
* Attend organisational/service meetings as required or requested – including meetings with local authority, local HSCP or other voluntary/community organisations.
* Work with other agencies and wider community to inform about the project, about Carers Link and/or encourage early identification of carers. This will include meetings, delivery of presentations or talks, and exhibition stands at local events,

## Organisational Responsibilities

* Be led by the Operational Manager and CEO in the delivery of the projects aims and objectives.
* Be aware of the Vision, Mission, Values and Objectives and work in a manner to reflect these.
* Adhere to agreed budgets and timescales.
* 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.
* Make effective use of training opportunities made available.
* Any other task that may be reasonably requested of the posts.

**Person Specification**

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| **Shared Experiences** | **Essential** | **Desirable** |
| Personal experience of being a Carer or Young Carer  |  | **✓** |
| An understanding of the issues faced by carers  | **✓** |  |
| Experience of working with/supporting Carers | **✓** |  |
| Experience of supporting individuals or families |  | **✓** |
| **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 Skills** | **Essential** | **Desirable** |
| Proven ability to motivate, empower & support people to achieve goals. | ✓ |  |
| A natural communicator who is sensitive to people’s individual situations | ✓ |  |
| Able to think creatively to help carers to set realistic goals – and reach them | ✓ |  |
| Excellent communication skills, able to negotiate, build relationships, advocate for people, and inspire others. | ✓ |  |
| Able to work autonomously and - at times - remotely | ✓ |  |
| **Specific Experience**  | **Essential** | **Desirable** |
| Experience of developing new projects or ideas  | **✓** |  |
| Experience of providing information and advocacy |  | **✓** |
| Experience of providing emotional support  | **✓** |  |
| Experience of networking or liaising with other agencies  | **✓** |  |
| Experience of working with Volunteers |  | **✓** |
| Understanding of Community Care Legislation |  | **✓** |
| **General Experience or Skills** | **Essential** | **Desirable** |
| Knowledge of local community/East Dunbartonshire |  | **✓** |
| Ability to drive and have access to a car. |  | **✓** |

1. Lifestyle behaviours such as physical activity levels, alcohol intake, smoking status, healthy eating will be discussed as well as any other areas affecting their wellbeing. However, it is important to note that this is not a “health check”, carers who require information or reassurance about a clinical condition, blood pressure or cholesterol will be sign posted to a relevant health professional. [↑](#footnote-ref-1)