**Carers of East Lothian (CoEL)**

**Job Description**

**Job Title** **Parent Carer Support Worker**

**Job Purpose To provide person centred support leading to improved outcomes for parent carers in East Lothian, working as part of a team of two Parent Carer Support Workers. To work closely with others to increase numbers of unpaid carers being supported and to assist carers to engage in consultations and planning of local services.**

**Accountable to** **Deputy CEO**

**Main Duties**

**Carer Support**

As part of CoEL’s Carer Support Team, the post holder will provide “one-stop” support for parent carers by:

* Providing person centred information, advice and support to parent carers, sensitive to their particular caring situation and focused on achieving agreed personal outcomes.
* Identifying, planning and brokering person-centred care solutions by supporting parent carers to access a range of services.
* Supporting parent carers to identify and access funds and services to support their caring role.
* Supporting parent carers to identify and access training and personal development opportunities, to help improve the balance of care with employment, learning and social life and personal wellbeing.
* Supporting parent carers to maximise their income through claiming welfare benefits and to address housing issues as required.
* Supporting parent carers to access opportunities for peer support including facilitating regular group carer support meetings.
* Referring parent carers to other specialist support services as appropriate and after discussion with the parent carer
* To lead on parent carer developments, training and opportunities offered to parent carers alongside other parent carer support worker.
* Whilst working in partnership with general carer support workers, informing them of the up to date information and developments relating to parent carers
* To be main contact for SPACE – parent carer support group and social media page
* Support with education, health, third sector meetings that parent carers request
* Working under GIRFEC prinicples and values.

**Carer Identification**

* To assist with the identification of parent carers by working with primary and acute health care professionals, education professionals, and social care services.
* To receive referrals of parent carers from primary and acute health care staff, education staff, community care staff and from any local agencies, including self-referrals

**Carer engagement**

* To support parent carers to participate in consultation and planning through a variety of methods including attendance at planning groups, scrutiny panels and specific focus groups where appropriate

**Development work**

* To make contact, create links and liaise with parent carers, carers groups, voluntary, statutory and private sector agencies, to promote CoEL and raise awareness of carer support needs.
* To support local developments of parent carer support services
* To inform and consult parent carers on relevant issues by assisting in the organisation of carer events and the production of newsletters and information through zoom, emails and other social media.

**General Duties**

The post holder will be expected to consistently and effectively perform a number of general duties:

* Comply with CoEL’s casework model and outcomes focus.
* Participate in regular Available Carer Support Worker sessions to respond to carer enquiries.
* Be responsible for the accurate and timely recording of enquiries and casework records including use of CoEL’s electronic database
* To help support volunteers in their role within CoEL.
* Assist in producing statistical information on carer support
* Comply with CoEL’s policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc
* Participate in CoEL’s staff team meetings.
* Carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

**Main Conditions of Service**

Employer Carers of East Lothian (CoEL)

Hours 28 hours per week. Part time staff’s salary and benefits are calculated pro-rata based on fulltime of 35 hours per week. Work pattern over the week flexible subject to agreement.

Salary Current salary scale - £25,650 to £28,397 full-time.

Benefits CoEL will match up to a 6% pension contribution and offer very flexible working arrangements.

Holidays Equivalent to 35 days (25 days leave plus 10 public holidays taken flexibly) full time.

Funding / Duration This post is funded through our contract with East Lothian Council to deliver East Lothian Adult Carer Services, which currently runs to 30th June 2023, with the possibility of extension.

Location Home based with access to our offices within East Lothian Community Hospital in Haddington, where one to one and small group work may take place. Under our new remote working policy, we promote a mix of regular remote and onsite working for all staff.

Line Manager Deputy CEO

**Person Specification**

**Qualifications**

* Candidates will be expected to have a good general education which may include qualifications in counselling or other person-centred training, community development, adult education, social work, health / nursing, educated to university degree level or other relevant qualifications.

**Knowledge**

* A good understanding of the needs and situation of parent carers and a demonstrated commitment to supporting carers (essential).
* A sound knowledge of how Social Work, NHS, private sector and other social care services work and interact (essential).
* Knowledge of health and social care issues in East Lothian (desirable).
* Knowledge of the benefits system and welfare rights issues (desirable).

**Experience**

* At least one year’s experience in working in a person-centred manner (essential).
* Experience of working with parents / families (essential).
* Experience of facilitating peer support groups (desirable).

**Skills**

* Very good listening and general communication skills (essential).
* An ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner (essential).
* Good written skills and the ability to write concise and effective reports (essential).
* Proven ability of organising, prioritising and managing own work (essential).
* Confidence in the use of word processing packages, e-mail and calendar systems and internet facilities and the ability to be largely self-supporting in the office (essential).

**Other**

* Commitment to treat people fairly and even-handedly (essential).
* Commitment to confidentiality (essential).
* Clean, valid driving license and access to own vehicle (essential).
* Membership of PVG (Adult) Scheme (essential). If you are already a member we will pay for an update report but candidates who not members will be expected to join at their expense. Currently this costs £59.00.