



## Job Description

Post: Carers Support and Research Worker

Salary banding: Level 4

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As a Senior Practitioner, I am responsible for one to one support including carrying a caseload and developing and reviewing personal support plans.

I work autonomously being able to judge when I refer to my Manager and I take a lead role in developing the service.

I am responsible for empowering Carers by encouraging and enabling them to focus on their own health and wellbeing with plans and strategies to manage stress and cope with their caring role. I work on a one to one and group-work basis in the community, and/or in people's homes, and/or through remote, video support.

I carry out research on provision of Carers' services and Carers' perception of service provision and gaps. I collate and analyse data and produce research reports. I support the Locality Manager, Service Manager or Area Manager in their roles to meet national and funder criteria.

I work closely with partners in the community to identify gaps in the service where they arise and implement solutions in partnership with my line manager.

### What I do and what I achieve

- I work closely with the Locality Manager, Service Manager or Area Manager to achieve strategic outcomes
- I work with the team to identify hidden carers who need support
- I establish supportive relationships with each individual, to maximise wellbeing, choice, control and self-management.
- I provide one-to-one and lead group work support focused on self-help, education and training to help develop resilience
- I take a rights-based approach ensuring carers understand their rights and have the confidence to ask for the support they need for themselves and the person they support or care for
- My focus is ensuring continuity of service within the context of SiMS values and strategic outcomes
- I ensure that careful and ongoing review systems are in place and maintained and observe confidentiality and appropriate professional boundaries
- I allocate and manage practitioner workloads
- I build positive working relationships with local partners to better support our carers and to promote the work of Support in Mind Scotland
- I collate information and prepare agency reports for line management as required
- I carry out research on provision of Carers services and Carers' perception of service provision and gaps. I collate and analyse data and produce research reports.

- I contribute to Research and Development at a local level in support of National objectives to promote service improvements
- I have a lead role to oversee that all Health and Safety responsibilities within practice settings are fulfilled

### Who I am

- I am educated to SVQ 3 level or have experience working in mental health
- I work well in a team setting but can also work autonomously
- I have a sound theory base of social care interventions including risk assessment
- I have a good understanding of the law relating to carers and carers' rights
- I have experience of supporting carers
- My value base is consistent with the aims and objectives of Support in Mind Scotland
- I apply an analytical approach to problems in order to find solutions
- I am competent in planning and reviewing development plans and taking appropriate action if needed
- My IT skills are of a good standard
- I can produce accurate case-notes
- I have a sound knowledge of Health & Social care policy in Scotland and can apply this to my role
- I am keen to develop my knowledge and skills and attend training as required
- Experience of managing staff

### General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Change Mental Health as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.