



# The DIXON COMMUNITY

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## Job Description

Employer: The Dixon Community - Glasgow South East Carers Centre  
On behalf of the Glasgow City Carers Partnership

Job Title: Family Support Worker

Base / Locations: The Dixon Community - Glasgow South East Carers Centre

Hours: 35 hours per week

**This post is funded to 31 March 2024.**

## Background Information

Glasgow South East Carers Centre provides services to unpaid family Carers, who look after a family member or friend who cannot manage without support due to illness or disability.

The Family Support worker will support Carers, including Young Carers and their families through outcome-based support planning and coordinating the range of services and supports available, reviewing the impact of these interventions on delivering and evidencing good outcomes for carers.

The provision of information, emotional support, income maximisation, short breaks, training and a voice for carers will support them to manage their caring role and maintain their own health and wellbeing.

The Project is Funded by Glasgow City Council Social Work Services delivering supports to carers as a partner of the Glasgow City Carers Partnership.

## Main tasks and responsibilities:

- To assess the needs of Parent Carers and Young Carers and their families to a high standard and prepare and record using an online case management system outcome-based support plans that prioritise, and address identified needs.
- To offer a range of practical and emotional supports to carers which minimise the negative impact of caring responsibilities and achieve positive wellbeing.
- To support carers to access appropriate external supports and services to assist them to maintain their caring role

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- To establish and maintain collaborative working relationships between the carers and other professionals from education, health, social work and third sector organisations.
- To participate in all aspects of publicity for the Centre, contributing to promotions and events and raising awareness of the project and its services, including via social media
- To support publicity of the Centre through oral and written presentations
- To participate in local community networks as relevant to the function and duties of the post
- To observe GDPR and recording standards, enabling monitoring, evaluation and reporting that supports effective measurement of success and contributes to Service development planning.
- Co-operate with the introduction of new procedures and/or new equipment/technology.
- 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.

## Personal Specification

	Essential	Desirable
Relevant qualification in social work, healthcare or community work	✓	
Work experience in a relevant field		✓
An understanding of and commitment to the needs of carers	✓	
Experience of developing and coordinating outcome-based support plans	✓	
Excellent written and oral communication and presentation skills	✓	
Excellent administrative skills	✓	
Experience of assessment and care management		✓
Experience of team working with excellent communication skills	✓	
Good networking and partnership working skills	✓	

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Ability to demonstrate initiative, develop and implement new ideas and organise/prioritise own workload	✓	
Experience of monitoring and evaluation		✓
Be able to work as part of a team and support equal opportunities	✓	
Knowledge and understanding of the principles, values, policy and practice of community care particularly in relation to unpaid carers		✓
Valid driving licence		✓

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