## Post Title: Carer Support Worker Localities

Full time post: 35 hours per week

Annual Leave: 32 days inclusive of Public Holidays

## Responsible to: Management

**Salary:** £28430.59 per annum

**Location:** Based at the Fife Carers Centre, 157 Commercial Street, Kirkcaldy, KY1 2NS.

As part of your normal work the post will cover one of Fife’s 7 Localities but may include travel throughout Fife when needed.

**“A carer is a person who, without payment, helps and supports a relative, child, neighbour or friend who could not manage without their help due to age, frailty, addiction, disability or illness.”**

# **JOB PURPOSE:**

Providing a sensitive, person-centred support service for Carers via telephone, home visits and appointments within the Carers locality.

To develop the work of the Carers Centre by building up networks and good working relationships with other agencies.

To assist Carers in presenting their views to the appropriate services, authorities and decision makers.

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**CORE TASKS**

**1. Working Independently with Carers**

The Carer Support Worker is responsible for:

* Assessing carers’ needs through Adult Carer Support Planning to identify appropriate services and support.
* Supporting carers to maintain their physical and mental wellbeing.
* Providing comprehensive information to carers, enabling informed decisions about their emotional, physical, and financial wellbeing.
* Offering individual and group support to help carers access the services they need to continue in their caring role.
* Empowering carers to develop self-advocacy skills and advocating on their behalf when necessary.
* Conducting benefit checks and assisting with benefit applications, including form completion, to maximise carers’ income.
* Offering empathetic listening and emotional support.
* Identifying and making referrals to relevant support services and agencies.
* Helping to secure funding to benefit individual carers, enabling access to services or goods not covered by mainstream funding.
* Facilitating local carer support groups, collaborating with partner agencies where appropriate.
* Assisting with the smooth operation of the Carers Centre.

**2. Development of the Carers Centre**

The Carer Support Worker shares responsibility for:

* Supporting outreach, public relations, promotion, and media activities to identify carers and raise awareness of the Carers Centre’s work.
* Building and maintaining effective networks and working relationships with other agencies.
* Recording and monitoring information from carers, ensuring the Carers Centre’s data is accurate and up to date.

**3. Service Promotion**

The Carer Support Worker shares responsibility with colleagues to promote Fife Carers Centre to carers, the general public, and partner agencies. This includes:

* Delivering training, presentations, and participating in networking opportunities.
* Developing links with carers, carer groups, and relevant voluntary, statutory, and private sector organisations.
* Actively participating in appropriate networks, such as The Wells and locality development officers, to enhance the Carers Centre’s work and benefit carers across Fife.
* Ensuring all Fife Carers Centre information remains current.
* Supporting the ongoing development and monitoring of the Carers Centre’s services.

**4. Quality Assurance**

The Carer Support Worker shares responsibility for adhering to strict quality assurance standards and supports the continuous improvement of the Carers Centre’s quality policies and action plans.

**5. Other Responsibilities**

The Carer Support Worker will also:

* Perform administrative duties related to the role.
* Undertake minor or occasional tasks as required.
* Provide cover for Carers Centre duties as part of the wider team.

All employees are expected to comply with the organisation’s policies and procedures.