EAST RENFREWSHIRE CARERS CENTRE

Job Description

Title: Carer Information & Development Worker

Responsible to: Centre Manager

MAIN DUTIES

As an organisation we are committed to working strategically with key organisations in East Renfrewshire with a view to providing extensive and varied services for adult and young carers. In conjunction with the board of Directors and the Centre Manager the Carer Support and Information Worker will:

AIMS

* Provide high quality information, advice, and support to carers in East Renfrewshire.
* Work as part of the Carers Centre team supporting carers and young carers who are looking after a family member, partner or friend with an illness, disability, mental ill health or substance misuse problem.
* Enable carers and young carers to access support services and activities which will meet their identified individual needs regardless of their age, gender, ethnicity, disability, religion or sexual orientation
* Raise the profile of carers and young carers, raising awareness of their needs and issues relating to their caring role.
* Promote the work of East Renfrewshire Carers’ Centre.
* Engage with carers to identify barriers to engagement and involvement with the Carers Centre and other support organisations.
* Provide support to carers that removes any barriers to engagement and participation

**1. Work with Carers**

* Provide advice, information, and emotional support to individual carers.
* In accordance with local procedures promote and undertake the statutory responsibility in relation to Adult Carers’ Support Plans.
* Support carers to identify their support needs and what outcomes they want to achieve, including short break information and opportunities.
* Promote the principles and options for carers in relation to self-directed support.
* Provide assistance to carers for income maximisation.
* Facilitate training and peer support opportunities for carers and organise activities that meet the needs of carers.
* Provide information or signposting for carers and young carers to relevant support agencies, linking them to available services to meet identified needs.
* Assist in the development of new services within the Carers Centre
* Ensure carers have an opportunity to participate in the planning and evaluation of services and that feedback is gathered on an annual basis.
* Keep abreast of national and local trends and developments affecting carers.

**2. Financial Management**

* Ensure any activities undertaken are within budget.
* Assist with grant applications which would enhance or develop services to carers
* Ensure that the monitoring and evaluation requirements of funders and other bodies are met.

**3. Liaison, Consultation and Publicity**

* Develop and maintain links with statutory authorities and other voluntary sector organisations, liaising with other agencies to raise awareness of carers’ issues and their needs.
* Assist in ensuring that publicity materials produced by the Carers Centre are of a high quality and reflective of the work of the Centre.
* Assist in ensuring that the Carers Centre newsletter is produced and distributed annually.

**4. Organisational Management and Accountability**

* Maintain accurate records to ensure efficient documentation of all areas of service and provide data (qualitative and quantitative) to be used for monitoring progress, identifying needs and influencing future planning of services offered to carers in the East Renfrewshire local authority area.
* Prepare and agree with the Centre Manager a programme prioritising areas of work.
* Be required to participate in staff planning meetings.

**5. Other Responsibilities**

* Achieve all personal performance objectives and targets as agreed with the Centre Manager.
* Adhere to all Centre policies for e.g. equal opportunities, confidentiality and health/safety.
* Carry out all tasks to the criteria as laid out by the Centre’s quality standards.
* Carry out other tasks appropriate to the post as agreed with the Centre Manager and the Board of Directors.

INFORMATION & DEVELOPMENT WORKER

PERSON SPECIFICATION

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| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications/Education | Good general education and IT skills | Relevant Social Work, Nursing or caring profession qualification to min SVQ level 3 equivalent  |
| Knowledge | * Of carers issues
* Long-term disabilities and illnesses.
* Able to use a database
 | * Of the work of Carers Centres
* Of the work of Social Services in relation to carers and cared-for
* The benefit system
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| Experience | Direct experience of;* Working within a support service
* Work on own initiative
* Communication with staff of other agencies
* Presentation skills
* Basic administration skills
 | * Multi-disciplinary working
* Working with or within the voluntary sector
* Health and Social care services and community provision
* Regular report writing
* Working with carers
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| Abilities and skills | * Empathy with carers
* Good communication and listening skills
* Ability to plan and organise own work
* Ability to work as part of a team and on your own
* Ability to network with other agencies
* Ability to maintain confidentiality
* Demonstrable ability to travel and visit people in their own homes efficiently
 | * Ability to respond to new situations
* Ability to communicate
* Ability to write reports
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| Personal Qualities | * Able to maintain working relationships with people at all levels
* Confident
* Flexible
* Excellent interpersonal skills
 | A commitment to inter-agency working |
| Circumstances | * Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation working hours.
* When required able to travel throughout the country.(rarely)
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| Other |  | * Driving Licence and daily access to a car

(a degree of travel within East Renfrewshire will be required) |
|  | * The post entails work with vulnerable people and the post holder will require a registered membership of the Protection of Vulnerable Groups Scheme (PVG) for Adults or enhanced disclosure
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