



## Job Description

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| <b>Job title</b>    | <b>Carer Support Worker</b>                                                                                                                                                                                                                                                             |
| <b>Salary Scale</b> | Lanarkshire Carers Grade 4 SCP 12 – 14b<br><br>£30,941 - £33,905<br><br>7% Workplace Pension Scheme available                                                                                                                                                                           |
| <b>Hours</b>        | FTE: 35 hours per week – flexible to include evenings and weekends                                                                                                                                                                                                                      |
| <b>Location</b>     | Post holders will be based between Lanarkshire Carers Centre: Hamilton and/or Airdrie and localities throughout Lanarkshire. Working from home/hybrid working may also be required. All staff work on an outreach basis in community, health and social care venues across Lanarkshire. |

### Background to Lanarkshire Carers Centre Ltd – operating name Lanarkshire Carers

Lanarkshire Carers works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire. Our commitment to place carers at the heart of the organisation ensures that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers delivers a comprehensive range of information, advice and support services. The work is delivered in locality settings throughout Lanarkshire.

The Mission of Lanarkshire Carers is to ensure that carers in Lanarkshire are identified, engaged, well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are engaged, informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative, practical and emotional support is available to carers at an early stage and ongoing throughout their caring journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers is governed by a voluntary Board of Directors many of whom are carers.

### Main Purpose of the job

Responsible to a named member of the management team and working as directed by the management/co-ordination team, Carer Support Workers (CSW) work closely with staff, volunteers, carers and partner organisations to develop, plan and deliver comprehensive information, advice

and support services for carers in Lanarkshire. CSW's are aligned to localities - social work and health settings and specialist areas of work, and are responsible for engaging and supporting all carers at all stages of their caring journey. CSW's work co-productively with carers to provide an effective, personalised and flexible service. Carers need to be able to maintain their own health and well-being and have a life alongside caring. Carer support conversations will identify carers own outcomes, strengths, needs and personal preferences. CSW's role is to facilitate these conversations, listen carefully and plan (through an Adult Carer Support Plan) for safe, self-sustaining caring and resilience. Lanarkshire Carers delivers personalised and case managed, emotional and practical support to unpaid carers. A conversation first and personal outcome based approach is integral to our work, providing the right support at the right time.

### **Responsibilities of the post**

- Develop and deliver activities that raise awareness of carers and carers rights and identifies, engages and provides carers with information, advice and support that effectively meets their needs
- Support the development of our member led organisation, encouraging involvement and participation and our value based practice
- Deliver a measured response to need which is aligned to the local authorities local eligibility criteria, identifies carers presenting circumstances and alerts to critical risk to safe sustainability of caring and/or imminent risk of breakdown, triggering fast track and preventive support responses
- Case management through allocated worker arrangements, providing personalised support to carers and including liaison with health, social care and other partners as needed, advising about carers rights, self-directed support and local arrangements for accessing support
- Facilitate rights based and meaningful conversations with carers, agreeing personal outcomes, support needs and actions to achieve these
- Start with a conversation, help carers to understand the impact their caring role is having on their lives, think about what is important to them and who can best offer the support they need. Ensure carers have access to a full spectrum of preventative approaches and a variety of opportunities, resources and services to help them in their caring role
- Prepare and review Adult Carer Support Plans and develop this practice framework within the organisation
- Use the national well-being indicators model to agree personalised and proportionate support packages that will focus on building resilience, self-management strategies and caring confidence and capacity
- Ensure the future planning and emergency planning needs of carers are considered and embedded as part of the support planning process
- Direct contact with carers and to ensure that the needs of individual carers are addressed through the delivery of individual support, group work activity, emotional and practical support, signposting and referral to other agencies and contact in outreach locations including home visits
- Assist in developing carer led services in line with the strategic framework for the organisation

- Delegated responsibility for specific work tasks and functions within the organisation, contributing to all work areas and ensuring the successful delivery and uptake of the range of opportunities and commissioned services
- Raise awareness of volunteering opportunities and provide support to volunteers in a variety of roles across the organisation
- Planning and delivery of training opportunities for carers, working with carers to ensure this is carer led and responsive
- Planning and delivery of fundraising activities, carer events and activities
- Maintain accurate records on the Carer Information System to ensure efficient documentation of all service provided and data to be used for monitoring progress, identifying need and influencing future planning of services for carers
- Provide reports, case studies and background information required for the performance management arrangements of the organisation
- Encourage and enable carers to constructively voice their needs and issues and have their concerns heard, recorded and addressed by Lanarkshire Carers and other agencies
- In depth understanding of how to raise awareness of carers, promote Equal Partners in Care and deliver the intentions outlined within this framework
- To facilitate links between the statutory, voluntary and private sectors on matters affecting carers
- Adhere to all policies and procedures of Lanarkshire Carers
- Represent and raise the profile of Lanarkshire Carers
- Contribute to team meetings, working groups, activities and events
- Support contract and Carers (Scotland) Act 2016 compliance

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive, while some variation can be expected in particular duties the outline is considered to provide a reasonable general description of the post.

#### **Carer Support Worker Person specification**

|                                     | <b>Essential</b>                                                                                                                                                                                             | <b>Desirable</b>                                                                                                          |
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| <b>Qualifications and Education</b> | Relevant qualification in health, social care, social science or community development or<br>a minimum of 3 years' experience in a related direct support role with demonstrable transferable skills.        | HND or SVQ in Social Care or equivalent                                                                                   |
| <b>Experience</b>                   | Direct experience of delivering services and/or supporting individuals relevant to the responsibilities of the post outlined above.<br><br>Working within an personal outcome focused service delivery model | Working with, Identifying, informing, advising, supporting and enabling carers, understanding the issues affecting carers |

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| <b>Skills, knowledge and ability</b> | <p>Up to date knowledge of the legislation, strategies and policies relevant to carers</p> <p>Knowledge of the impact of a caring role and the ability to agree appropriate support plans implementing outcomes based approaches</p> <p>Understanding of public protection, equalities, data protection, information sharing and health and safety legislation etc. relevant to the work</p> <p>Good interpersonal skills with the ability to communicate effectively with a diverse range of people at all levels</p> <p>Good oral, presentation and written communication, negotiation and group work skills</p> <p>Excellent working knowledge and understanding of current Microsoft Office suite</p> <p>Effective team contributor with a willingness to carry out tasks as required in relation to all aspects of the organisations activities and contribute personally to all the activities of the charity</p> <p>Excellent problem solving skills and ability to find solutions for improvement</p> <p>Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines</p> <p>Maintain a high level of confidentiality and discretion at all times</p> | <p>Ability to demonstrate initiative, develop and implement new ideas</p> <p>Planning and reporting on work tasks within agreed timescales and budget</p> <p>Understanding of organisation policy and how this informs practice</p> <p>Community Development</p> |
| <b>Personal Attributes</b>           | <p>Commitment to the value base of the organisation and providing quality services</p> <p>Appreciation of and sensitive approach towards the needs and issues faced by carers is crucial</p> <p>Responsible and professional manner</p> <p>Strong personal motivation, leadership skills and ability to motivate others</p> <p>Confidence, enthusiasm and creativity to develop ideas and carry them forward</p> <p>Flexibility and willingness to adapt to change</p> <p>The highest degree of honesty and integrity</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                  |
| <b>Other</b>                         | Driving Licence and daily access to car                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                  |

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|  | <p>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</p> <p>Ability and willingness to work flexible hours (occasional evening / weekends) to meet needs of the organisation</p> |  |
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*Reviewed December 2023*