

Adult Carer Support Adviser

Job Description

Reports to: Adult Carer Team Lead in Medway

Managerial accountability: None

Location: Working flexibly from home and in community settings including Primary Carer Network locations.

Job Overview: Provide Information and Advice to Carers which enables them to build resilience and develop support networks which promote wellbeing and makes a difference to their lives.

The Carer Support Adviser will:

1. Provide personalised information, advice and support to young people and adults who look after a relative or friend who could not manage without their help.
2. Be pro-active in the identification of Carers through partnership working, running peer support groups, delivery of Carer assessments and providing information, advice, guidance and emotional support to Carers.
3. Work collaboratively with carers using a strengths-based approach to identify need and support planning where required which clearly identifies intended outcomes.
4. Identify carers through community-based networking including engagement with Primary Care Networks and GP engagement and the promotion of services that Carers First offer with collaborative partners.
5. Develop a strong understanding of the Carers First databased and their functionality to ensure accurate data records are maintained in meeting targets as outlined with our commissioners.

Responsibilities and Duties:

- 1. Provide information, advice and support to young people and adults who look after a relative or friend who could not manage without their help.**
 - Provide a personalised service to Carers based on the principles of trust, respect and dignity.
 - Provide information, advice, guidance, emotional and practical support that responds to identified Carer need.

- Advocate on behalf of Carers and empower self-advocacy and Carer contributions to local decision-making processes.
- 2. Be pro-active in the identification of Carers through partnership working, running peer support groups, delivery of Carer assessments and providing information, advice, guidance and emotional support to Carers.**
- Hold in house expertise on behalf of Carers First engaging in national best practice, working collaboratively with statutory and voluntary sector partners.
 - Actively identify Carers through partnerships, outreach, community connections, and networking. Raise awareness of Carer issues and co-ordinate the support available.
 - Work collaboratively with statutory and voluntary sector partners.
 - Promote the service through attending meetings with partners and providing training to wider community partners around supporting Carers.
 - Work with the Communications Team to promote activities through all mediums including e-news and social media.
- 3. Work collaboratively with carers using a strengths-based approach to identify need and support planning where required which clearly identifies intended outcomes.**
- Listen to and discuss with Carers their support needs and where possible work with them in finding solutions.
 - Using Carers Star assessment and triaging tools to support Carers with personalized support planning that is proportionate to their needs.
 - Work with Carers to produce an appropriate personal action plan that enables them to build resilience and confidence and gives them the support they need to continue caring.
 - Where localized support is not accessible or available, work collaboratively with Carers to identify and access alternative grants and funding where appropriate to support the caring role.
- 4. Identify carers through community-based networking including engagement with Primary Care Networks and GP engagement and the promotion of services that Carers First offer.**
- Actively identify Carers through partnerships, outreach and community connections including hospitals, Neighbourhood working, Primary Care Networks, Community and Voluntary Services and other collaborative partnerships.
 - Work alongside statutory and voluntary sector partners including Businesses and Employers to widen opportunities and support to carers.
 - Advocate for Carers, ensuring that their views and opinions are heard across the networks and partners engaged.
 - Support employers with workplace health programme and to become 'Carer Friendly'.
 - Engage with GP practices and practice staff and provide Carers Awareness training/workshop supporting 'Carer Friendly' environment.
 - Identifying and networking with 'Carer Champion' role with good practice using the NHS framework of quality markers.

5. Develop a strong understanding of the Carers First databased and their functionality to ensure accurate data records are maintained in meeting targets as outlined with our commissioners.

- Build capability around the functionality of the databases and reporting process to effectively record and monitor Carer information.
- Collaborate with Carers First Quality Leads, providing assurance that assessments and contact with Carers meet the agreed standards.
- Ensure that all recordings are within the agreed processes and timeframes and that key actions are recorded.
- Provide evidence-based cases studies and reports which reflects Carers Feedback and surveys.
- Use a range of outcome-based tools to evidence your work, identify gaps in provision and support continuous service development.
- Be highly competent in own use of IT (Microsoft Applications Word, Excel, Outlook).

Comply with data protection legislation and GDPR good practice ensuring Carers First's data policies and procedures are adhered to at all times.

Carers First is committed to safeguarding children, young people and vulnerable adults from abuse and expects all staff and volunteers to share this commitment.

To work as part of the Carers First Organisation and from time to time undertake work as directed by line manager for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

Person Specification

Education

- NVQ level 2 education or demonstrable experience.

Skills and Experience

Carer Support

- Experience of working with adults within the health and social care sector
- In-depth knowledge of issues which impact on carers
- Experience of undertaking person-centered assessments, co-producing and implementing support plans
- Demonstrate empathy and the ability to work with carers in a non-judgmental manner, recognizing they are the experts in care
- Experience of planning and delivering groups and activities in a variety of settings

Communication and stakeholder engagement

- Excellent interpersonal skills and proven ability to develop effective working relationships with a range of organisations, partners, funders, and users of the services
- Excellent communication skills; listening, written and verbal
- Experience of working in partnership with other organisations to deliver a range of support to carers and individuals
- Good geographical and working knowledge of support services within Medway.

IT and digital experience

- Highly competent in use of IT (Microsoft Applications Word, Excel, Outlook), mobile telephony and social media platforms.
- Experience of using a database to record interventions and manage workstreams

Personal Qualities:

- Ability to demonstrate understanding of and commitment to the goals and values of the charity
- Commitment to the principles of Equality & Diversity and it's practical implementation
- Self-motivated with the ability to work both independently and as part of a team
- Excellent organisational and time management skills with a proven ability to prioritise work to meet deadlines and show attention to detail.
- Demonstrate a high level of professional credibility, integrity and emotional resilience