**Selby Locality Carer Worker**

**About Carers' Resource:**

Carers' Resource is a well-established Yorkshire charity founded in 1995. Our mission is to provide tailored information and support to carers, individuals in need of care, and professionals working with them. We enable independence, choice, and control for individuals to enhance their lives and circumstances. Aligned with the Care Act 2014 and Children and Families Act 2014, our service is geared towards holistic support for carers and individuals in need of care and their diverse needs.

**Role Overview:**

You will also play a pivotal role in supporting carers and clients through listening, advising, and advocating for them. You'll conduct wellbeing reviews, needs assessments, identify required actions, and collaborate with local services. Additionally, you'll engage in outreach work to promote our services and facilitate peer support groups. Your work aligns with local safeguarding procedures, promoting wellbeing and positive change for carers.

You will also provide cover for local client outreach in the Home from Hospital service as necessary.

Own transport, clean driving license, and business class insurance is a requirement of the role.

**Location:** Working across Selby District with hybrid model of working

**Hours:** Up to 37 hours per week. Part time hours considered.

**Reporting to:** Service Manager Craven, Harrogate and Selby

**Salary**: Band 4 - £24,437 - £26,802 (FTE)

**Key Responsibilities:**

1. **Personalised Support:**
   * Reach out to referred clients and carers within agreed time frames, offering sensitive and empathetic support via phone and in-person interactions.
   * Assess and identify individual client and carers' needs, providing informal emotional assistance and practical advice.
   * Conduct wellbeing reviews/needs assessments and develop tailored action plans, including emergency planning and advocacy.

* Provide local client outreach support for Home from Hospital service as necessary
* Provide practical support at home, manage volunteers, liaise with healthcare professionals and families, and identify carers for additional support services.
* Understanding of confidentiality, sensitivity, and a non-judgmental attitude.

1. **Peer Support and Wellbeing Activities**:
   * Facilitate volunteer led peer support groups and wellbeing activities for carers, fostering a sense of community and mutual assistance.
   * Encourage carers' participation in local services and networks, providing relevant information and support for carers to access relevant breaks, education, training, leisure and employment opportunities.
2. **Outreach and Promotion:**
   * Promote and increase referrals to Carers' Resource through community engagement, workshops, and presentations.

* Collaborate with local organisations, particularly GP practices and health facilities, hospital teams, community services, and other external partners such as Social Workers, Occupational Therapists to ensure wider awareness of our services.
* Participates, as a representative of Carers’ Resource, in multi-agency meetings, voluntary forums and other events, feeding back appropriately to your line manager and the team.
* Promote the service to health and community services, attend meetings to generate referrals, and create referral pathways.

1. **Partnership and Advocacy:**
   * Liaise with professionals and agencies to effect positive changes for carers and their cared-for individuals.
   * Act as an advocate for clients and carers when extra support is required to empower them towards effective solutions.

* Demonstrate effective teamwork and initiative, contribute positively to organisational development, and practice active listening.
* Work in partnership with other professionals to achieve positive outcomes for clients and carers.

1. **Documentation and Collaboration:**
   * Maintain accurate records on CIVI CRM while respecting confidentiality guidelines.
   * Ability to adapt to using external IT systems as required
   * Collaborate effectively with the team, volunteers, and external agencies for holistic support delivery.
   * Participate in training and team meetings, demonstrating effective teamwork and proactive engagement and travelling between office bases as required.
2. **Continuous Improvement:**
   * Utilise insights gained from carers to contribute to service enhancement discussions, analyse trends, recommend service improvement
   * Stay updated on services, benefits, and organisations relevant to carers.

* Analyse trends, recommend service improvements,
* Follow West and North Yorkshire Adults and Children’s Multiagency Safeguarding Procedures.

|  |
| --- |
| **Person Specification** |
| **Experience:** |
| Extensive experience in supporting individuals within their own homes and in community settings |
| Extensive experience of identifying and assessing individuals’ needs |
| Experience of motivational interviewing and/or guided conversations |
| Experience of developing, delivering and evaluating group work in the community |
| **Skills and abilities:** |
| Empathic and able to develop relationships with clients and carers |
| Proficiency in managing complex workload |
| Ability to communicate and negotiate with diverse audiences |
| Effective team-working skills with the ability to work with other agencies in partnership |
| Ability to prioritise work when faced with competing demands |
| Organisational skills and attention to detail |
| Ability and commitment to working as part of an extended team |
| Ability to produce clear and appropriate written material |
| A competent user of IT including the full range of Microsoft Office programmes, especially Outlook and Word |
| Ability to use electronic recording system for client records i.e. Civi CRM |
| **Knowledge:** |
| Evidence of a good general education standard, level 2 or above |
| An understanding of carers’ needs and current issues |
| Knowledge of current policy, legislation and services for carers |
| Understanding of Person-Centred approaches |
| Extensive experience or knowledge of the role played by statutory, private and voluntary sectors and the way they operate and of community care issues |
| **Other requirements:** |
| Commitment to confidentiality, sensitivity and ethical conduct |
| Empathetic and non-judgmental attitude |
| Proactive, flexible and responsive to meet the needs of the charity |
| Positive representation of Carers’ Resource values and act as an ambassador for the organisation while adhering to policies and confidentiality |
| Valid driving license, access to suitable transportation and business class insurance |