

Carer's Community Worker

Area of Work: Eastbourne and surrounding areas

Main office

Association of Carers

Jackson Hall, Portland Place

Hastings. TN34 1QN

NJC Salary SCP Scale 7 £20,092 per annum– 37hrs per week

This post is for a period of one year

Annual Leave: 27 days (pro-rata), Pension: Pension scheme in operation

Car owner with clean driving license

Job Description

Association of Carers currently provide the following services, to unpaid carers, throughout East Sussex:

- Respite with befriending
- Computer help at home
- Carers Lunch Clubs
- Carers Wellbeing

Reporting to the Deputy Manager, the role is to provide respite care in areas of East Sussex, or situations where AoC is unable to provide volunteer cover.

To work throughout Wealden, Eastbourne and Lewes predominately with the expectation that on some occasions the post holder maybe required to work in the whole of East Sussex as required.

The post-holder will support the Association of Carers deliver the aims and objectives of the charity.

The role does not include support with personal care.

Main Responsibilities

- Supporting the Deputy Manager in ensuring that the Association of Carers services are delivered efficiently and effectively.
- Ensure equity of service delivery by providing a respite break for the Carer for those families that would be inappropriate for a volunteer or harder to match with a volunteer.

Essential Duties

- Provide a safe environment for those who need constant supervision and help.
- Provide emotional support to the carer.
- Ensuring that all records and the database are maintained and updated when necessary.
- Identify potential safeguarding issues seeking guidance and responding accordingly.
- Ensure that all work undertaken is carried out in accordance with the AoC's Adult Safeguarding, Equal Opportunities, Diversity, Confidentiality and Data Protection policies and all other relevant policies. Ensuring that all policies are adhered to.
- Conduct review calls with volunteers and carers at required intervals and highlighting any issues to a Manager as necessary.
- Attend set up meetings with carers.
- Undertake any other duties as required by the management team, that are in line with the post and to assist with social and fundraising events when necessary
- Keep up to date with relevant legislation, policy and practice.
- Attend training courses, meetings and seminars ensuring that information is shared with other staff members and volunteers.
- Work collaboratively with the rest of the team to help deliver the AoC's aims and objectives.
- Assist with general service related administration as required.

PRINCIPAL DUTIES, RESPONSIBILITIES AND ATTITUDES:

Family/individual related tasks:

- Attend the homes of carers and perform duties as specified by the Deputy Manager.
- Listen to both the person with care needs and their carer, to provide the service consistent with their own wishes whilst meeting the diversity and equality of their social and/or cultural needs.
- Appreciate and understand current approaches to the support of those who are at the end of life.
- Develop a holistic approach that is person centred.

Administration and Training:

- Observe and report back promptly to the Services Coordinator any alteration in the

family circumstances affecting the service provision.

- Liaise regularly with the Services Coordinator and colleagues.
- Attend occasional meetings as required.
- Complete incident forms accurately, and submit promptly to the Services Coordinator and or management team.
- Participate in an initial induction programme and attend ongoing training as outlined in your personal development plan, or as our organisation determines or the benefit of the individual needs of the client.
- Update database with accurate notes where required.
- Keep an accurate electronic diary.

Information about families who receive the Association of Carers services should be kept confidential at all times.

Person Specification

Education

- Good general standard of education and/or NVQ2 in Health and Social Care (Essential)

Experience

- Experience of working with adult carers or vulnerable adults (Desirable)
- Experience of a professional approach to working (Essential)

Knowledge

- Knowledge and experience of social care issues (Desirable)
- An understanding of the needs of carers and those who require care and support (Desirable)
- Knowledge of the voluntary sector (Desirable)
- Knowledge of health and safety issues (Essential)
- Knowledge of how to recognise abuse and safeguarding procedures (Desirable)
- Understanding of Equal Opportunities and Diversity (Essential)

Skills and abilities

- Ability to keep written records in clear English (Essential)
- Ability to listen and communicate well with carers, the people they care for, their families and other professionals (Essential)

- Self-motivated and keen to learn and the ability to seek guidance when necessary and able to follow instructions (Essential)
- Ability to treat people with respect, with dignity, respecting their independence and to be non-judgmental (Essential)
- Excellent time keeper and reliable (Essential)
- Ability to work as part of a team (Essential)
- Ability to maintain confidentiality (Essential)
- Creative thinking and problem solving (Desirable)
- Ability to work on your own initiative, especially in an emergency (Essential)
- Good IT Skills, experience of working with Microsoft Word, Excel, Outlook. (Essential)
- Good organisational and time management skills, giving service users the service they expect (Essential)
- Ability to work under pressure and maintain a positive attitude to work (Essential)

Other requirements

- Need to be flexible in your attitude and work pattern and hours (Essential)

Successful applicants are required to provide an enhanced disclosure (DBS Check), disclosure expense will be met by us the employer.

Full current driving licence (any convictions must be declared when applying) is required and have access to a vehicle.

The person employed in this position needs to have and demonstrate a keen interest in their work throughout their employment and a willingness to develop their knowledge and skills related to their work, we will happily support such an individual and provide them with any agreed relevant training