

## Role Profile

### Carer Support & Wellbeing Worker (Carer Café)

<b>Hours &amp; Location</b>	37 hours a week. Gwent (Based at the Gwent Carers Hub with the need to work in multiple locations.)
<b>Salary</b>	£22,575
<b>Reporting to</b>	Carers Services Manager (Gwent)

#### About us

We are passionate about supporting unpaid carers, the people who assist family members or friends with personal care, medical or healthcare, daily tasks or to stay safe.

With around 145 colleagues and a £4m turnover, we are one of the largest charities in Wales. As a collective, we change unpaid carers lives by delivering a wide range of services, including respite (giving carers a break); care in the home; and information, advice and support services across South Wales – an area which accounts for nearly 50% of the total number of unpaid carers in Wales.

Our key goals are that young and adult unpaid carers are able to help and get help for someone with care and/or support needs in a way that maximises that person's independence and dignity; that carers look after their own physical and emotional wellbeing; can manage financially and have the time and energy to enjoy their life and achieve things that are important to that.

In the face of ever-increasing demands and reducing resources, we want to think differently, work smartly and deliver collaboratively.

#### Main purpose of the role

##### Job Purpose

The role is to improve the lives of the carers of people living with a serious illness by providing one-to-one and group support to families where a member of the family is affected by serious illness, and to equip them with skills, knowledge and coping strategies to ensure their own well-being.

Working in partnership with Adferiad and Dewis CIL, the role will look to establish Carer Café's on wards across the region, support ward staff to help identify carers and improve the information and advice available to carers.

## **Main Duties and Responsibilities**

- To work closely with colleagues to develop the Carers Café's across Gwent.
- Act as first point of contact for all enquiries relating to the Carers Café's and other related activities,
- Working with Carers to provide a first point of contact, identifying needs and providing appropriate support and advice.
- Support individuals to understand their caring role and to identify themselves as Carers, enabling them to access appropriate support.
- Advise Carers of their rights, including Carers Assessments and Carers Allowance
- Campaign on Carers issues and raise awareness about Carers with Primary care and CMHT's
- Provide information and advice to Carers on health conditions and relevant legislation.
- Liaise closely with statutory services and other third sector organisations to develop a support network for Carers
- Advise the Carer on how they can be involved in the planning and delivery of care and ensure they can voice their concerns about the wellbeing of the cared for to the team.
- Ensure that Carers and service providers are aware of the rights of Carers particularly in relation to the issue of confidentiality
- Communicate clearly, effectively, and professionally with Carers, service users, other family members, referrers and other Professionals via multiple formats (i.e. face-to-face, telephone, in writing etc.)
- Signposting/referring on to other specialist/appropriate services in a timely manner.
- Provide an empathetic and listening support service to carers contacting the service
- Maintain a professional relationship with carers to develop a relationship based on trust and respect.
- To support and signpost carers and those they support to access community services which are appropriate to meet the needs identified.
- Build an understanding of Carers issues and keep informed of any legislative changes and developments in services for Carers
- To develop knowledge of local services and foster links with voluntary service providers, keeping up to date with any service changes and development
- Attending training courses and meetings as required by The Care Collective
- Maintain records and statistics required to monitor and evaluate the effectiveness of the service in line with The Care Collective systems.
- To collate monitoring reports and evaluations in accordance with the contract.
- Act in accordance with the provisions of the Data Protection Act 1998 and Information Governance Policies.
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify the line manager promptly if there are any concerns.

- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role and your own personal development.
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.
- As with all employees, workers, and volunteers; to encourage people to join The Care Collective as a member.
- Carry out all reasonable tasks commensurate with the post as directed by line manager
- Implement The Care Collective Equal Opportunities Policy and all other The Care Collective policies and procedures

This list of duties is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post. The job description will be reviewed regularly and may be subject to change

### **Person specification: Carer Support & Wellbeing Worker (Café Worker)**

<b>Essential Experience Required</b>	<b>Desirable Experience Required</b>
<ul style="list-style-type: none"> <li>• Demonstrable experience of working in a Health and Social Care Sector.</li> <li>• Experience of providing care and support services to people and their carers/families</li> <li>• Understanding of the Social Services and Well Being Act and the impact on Carers.</li> <li>• Demonstrable experience of working in a Carers Hub role or other relevant role.</li> <li>• Knowledge and understanding of the impact of loneliness and isolation on a person's health.</li> </ul>	
<b>Essential Skills and Abilities Required</b>	<b>Desirable Skills and Abilities Required</b>
<ul style="list-style-type: none"> <li>• Must have excellent communication skills (written, verbal and non-verbal)</li> <li>• Must have well developed inter-personal skills and the ability to relate to service users in a non-judge manner</li> <li>• Must be able to work independently as well as demonstrate good team work</li> <li>• Must have good collaborative communication skills</li> <li>• Must be able to work flexibly which may include evenings and weekends in line with service requirements</li> <li>• Must be able to work dynamically and adapt</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Charity Log (CRM) and/or use of other systems.</li> </ul>

<p>to change</p> <ul style="list-style-type: none"> <li>• Proficient in all Microsoft packages; good level of general IT skills</li> <li>• Must be able to establish and maintain constructive relationships with a wide range of people including colleagues, clients, carers, partner providers in external agencies</li> <li>• Must have the ability and willingness to reflect work practice and be open to constructive feedback</li> <li>• Full drivers licence and access to a vehicle for work purposes is essential</li> <li>• Must have an awareness of confidentiality and professional boundaries</li> </ul> <p><i>Welsh language skills desirable</i></p>	
Qualifications Required	Other Desirable Criteria
<ul style="list-style-type: none"> <li>• A good standard of general education, minimum of 5 GCSE's or equivalent, with a commitment to continual professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in Health and Social Care/relevant qualification or experience.</li> </ul>
Knowledge	
<ul style="list-style-type: none"> <li>• A good understanding of the social care needs of people with severe illness</li> <li>• A good understanding of the barriers and challenges that people with serious illness and their families face</li> <li>• Must have an understanding of the Social Care and Wellbeing Act and the impact it has on carers.</li> <li>• Must have an awareness of the importance of confidentiality and the impact this can have on carers</li> <li>• Must have some understanding of the issues affecting people from black and ethnic minority communities, and those with other protected characteristics.</li> <li>• Must have a good understanding of the impact of stigma and discrimination</li> </ul>	

NB: This role profile is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement

This role profile is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

This post is exempt under the provisions of the Rehabilitation of Offenders Act (Exceptions) Order 1975 and is subject to an enhanced Disclosure and Barring Service check.

