

Role Profile

Carer Support & Wellbeing Worker (Hub & Spoke)

Hours & Location	37 hours a week. Gwent (Based at the Gwent Carers Hub with the need to work in multiple locations. Hybrid working arrangements to be agreed).
Salary	£19,048 - £26,000
Reporting to	Gwent Regional Manager

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

Operations:

- To work closely with the Gwent Regional Manager, Hub Coordinator and Operational Team to develop the Carers Hub and Spoke model across the Gwent Local Authorities; including the provision of face-to-face support services and signposting and access to other support and wellbeing services facilitated within the Carers Hub and across the community.
- To directly and/or assist co-ordination and arrangement of Spoke presence and activity across the Gwent area, working collaboratively with the Hub Team to ensure and offer the same high level of support and access to services via an outreach model of working which both replicates and dovetails with core Hub practice and organisational values.
- Develop accessible Hub-based, community outreach and drop-in opportunities across Gwent to identify Carers, including hidden Carers and those whom are potentially unaware of their Carer status.

- To be willing and able to commit to offering the Spoke support service across the community by driving the organisation's outreach vehicle and using this valuable resource to offer immediate access to support and raise awareness of the organisation and its purpose.
- Record all contacts on Charity Log (CRM), ensuring that accurate records are maintained for monitoring purpose and to undertaking appropriate monitoring, reporting and evaluations consistent with the needs of the service and contractual requirements.
- To develop, grow and sustain knowledge and understanding of local services and foster links with other relevant service providers, keeping up-to-date with any service changes and development opportunities and communicate such to immediate colleagues and service users where appropriate.
- Liaise with partners and carers to complete and review assessments, support plans and coordinate support for carers to ensure effective, non-duplicative interventions and where appropriate provide support individually and via group sessions, peer support services, training and coaching where needed.
- To identify appropriate funding sources and work collaboratively with Leadership Team to pro-actively identify opportunities and assist in securing such as required.

Volunteer Management:

- To support the recruitment of Volunteers, defining roles and responsibilities according to needs of services both in the Carers Hub and across community Spokes.
- To motivate and manage volunteers to work in all aspects of the Carers Hub and spokes in line with the vision and mission of The Care Collective.
- Assist the Hub Coordinator with management of the rota to ensure sufficient cover and support with the Carers Hub and community spokes.

Customer Relations:

- Act as first point of contact for all enquiries and communications relating to Gwent Carers Hub and community Spokes, maintaining relationships with key stakeholders and service users.
- Work with Carers in both the Carers hub and across community spokes, providing a first point of contact to identify their presenting need(s) and provide practical advice, guidance, support and information about the support and services offered directly by The Care Collective, and our colleagues and partners in other organisations with whom we work collectively.
- To provide timely and appropriate interventions with Carers and those they care for, maintaining a professional relationship at all times to build trust and reputation which can be sustained over time.
- Provide an empathic and active listening support service to Carers contacting the hub and community Spokes; building an understanding of their needs and issues; and keep informed of changes within the broader support network.

Service Development:

- To work collaboratively with the Gwent Regional Manager and Hub Coordinator to identify and develop appropriate support services that may be suitable to offer from the Hub and/or community Spokes.
- To distribute promotional material to partners for display in their service settings and liaise with the internal marketing and communications to promote The Care Collective, support

services access to the Carers Hub and community spokes via social media and other appropriate channels and methods of communication.

- Identify and share information on local training available to immediate colleagues and Carers; and also, to directly provide training or awareness raising on relevant information and topics as needed in a friendly, engaging, accessible and coaching style.
- To support and encourage the development of services and income through collaborative working with the immediate Operational Team and broader Leadership Team for the organisation.

General:

- To be committed to Safeguarding and promoting the rights and welfare of Carers and the people they care for.
- To comply with the Code of Practice and Code of Conduct for Employees.
- To contribute to the organisation's public profile and influence/foster good relations with statutory and sector-wide partners and collaborators to ensure the best possible outcomes.
- To carry out all duties in a professional and polite manner and in line with our values:

Open: We will always be honest and open in everything we do.

Fearless: We will not be afraid to make difficult decisions, to challenge opinions and attitudes, and make sure carers rights are protected.

Innovative: We will lead by example, we will not accept the status quo, we will be flexible in our approach and we will be pioneers in our field.

Fair: We will treat everyone equally no matter what their background or circumstances.

Trustworthy: We will place trust in our colleagues, in our partners, in our funders, and most importantly in Carers and people with care needs.

This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job the organisation reserves the right to revise the job or to require that other or different tasks be performed as assigned. Team members are encouraged and supported to see their work in terms of goals and desired outcomes and not just performing the prescribed tasks. The job description is a broad description of the duties the post holder will be expected to perform with some examples given. The exact duties to be carried out are not limited to those examples.

Person specification: Carer Support & Wellbeing Worker (Hub & Spoke)

Essential Experience Required	Desirable Experience Required
<ul style="list-style-type: none"> • Demonstrable experience of working in a Health and Social Care Sector. • Experience of working within a Team. • Understanding of the Social Services and Well Being Act and the impact on Carers. Demonstrable experience of working in a Carers Hub role or other relevant role. • Knowledge and understanding of the impact of loneliness and isolation on a person's health. 	
Essential Skills and Abilities Required	Desirable Skills and Abilities Required
<ul style="list-style-type: none"> • The ability to work independently and within a team. • Able to demonstrate the ability to think innovatively and to not accept the status quo. • Good IT skills with a working knowledge of Microsoft Office Packages. • Good organisational skills, including planning prioritising and report writing. • A willingness to be flexible to meet the requirement of the service. • Problem solving skills with a capacity to devise and implement solutions. • Ability to motivate and engage with others to take action. • Willingness to undertake training as appropriate to the post. 	<ul style="list-style-type: none"> • Knowledge of Charity Log (CRM) and/or use of other systems.
Qualifications Required	Other Desirable Criteria
<ul style="list-style-type: none"> • A good standard of general education, minimum of 5 GCSE's or equivalent, with a commitment to continual professional development. 	<ul style="list-style-type: none"> • Qualification in Health and Social Care/relevant qualification or experience.

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.