

The Carers' Support Service

Working with Carers in Northern Lincolnshire



DRAFT - Carers' Support Service - North East Lincolnshire

Job Title	Carer Coach & Support Worker
Specialism	Mental Health - training provided
Post Type	Permanent
Number of Posts	1
Salary	£13.75 per hour (£26,455 pro rata per annum)
Hours of Work	22.5 hours per week full days Usual office hours 9am to 5pm, Monday to Friday
On a Rota Basis	Cover the office from 8:30am weekdays Cover the office on Saturday 9am to 5pm Cover the office to 7pm Thursday Flexibility is required in order to meet the needs of the organisation including providing cover for sick leave and annual leave, and covering outreach in evenings and on weekends as needed in addition to the rota.
Accountability	This post will be line managed by the Service Delivery Manager
Location	The Carers' Support Centre. 1 Town Hall Square, Grimsby, DN31 1HY. Travel out of area will be required on occasion. Occasional outreach within communities around North East Lincolnshire is a requirement of this role.
About the Role	<p>This is a frontline Carer Coach and Support role, combining information, advice and guidance with intensive time limited support. The post holder will be a friendly, caring and compassionate team player with a practical, solution-focused approach to supporting Carers.</p> <p>You will support Carers to continue in their caring role safely and with confidence, achieve positive outcomes for themselves and the people they care for, and feel valued, informed and included. You will empower Carers to access the right support, at the right time, in the right way, and encourage them to look after their own health and wellbeing.</p> <p>The role involves both responsive 'first contact' support and more intensive, time-limited casework when Carers are experiencing specific challenges. You will also contribute to outreach, Carer awareness, partnership working and the wider strategic aims of the organisation.</p> <p>You will support all Carers that are eligible for support from the Carers' Support Service and provide intensive support when needed to Carers of those with Mental Health conditions and Adult Carers of Adults within your allocated geographical area.</p>

Information, Advice and First Contact Support	<ul style="list-style-type: none"> ● Act as a first point of contact for Carers via phone, email, online, video, and face-to-face contact. ● Provide accurate, timely and Carer-focused information, advice and guidance. ● You will respond quickly to referrals from the wider community and colleagues from health, social care and education, and determine need and next steps.. ● Book and conduct short appointments by phone or video, according to Carer preference.
Contact Assessment and General Support	<ul style="list-style-type: none"> ● Where required, you will complete a Carer Contact assessment to establish ongoing support needs and how that support will be provided. ● Problem solving, successfully navigating health and social care systems and where necessary signposting carers to a range of other sources of specialist information and support. ● You will support Carers to identify their strengths and resources from within their families, networks and communities. ● You will carry out 12 week calls and annual reviews and establish if needs have changed, refer and signpost as appropriate, collecting outcomes. ● Where you identify that Carers would benefit from a grant, you will apply for a grant using the processes of the relevant grant funder and internal processes.
Empowerment and Advocacy	<ul style="list-style-type: none"> ● Work in a person-centred, strengths-based way, helping Carers identify their own strengths and resources within families, networks and communities. ● Act on behalf of Carers where necessary by making phone calls, referrals, writing letters or attending meetings. ● Support Carers to navigate health, social care and community systems effectively. ● Ensure Carers are actively involved in decisions and plans relating to their support. ● Support Carers to understand their rights and options
Records, Monitoring and Quality	<ul style="list-style-type: none"> ● To maintain accurate, up to date records of carers in touch with the service, using the Carers' Support Service database and other necessary monitoring processes. ● Collect and report on outcomes and monitoring data in line with service requirements. ● Work to service standards, KPIs, safeguarding procedures, GDPR and confidentiality requirements.
Community Engagement	<p>While this is not a main part of the role, the post holder will support as needed with community outreach and engagement, and take an active role where outreach and engagement links with their specialist area.</p> <p>You will provide support to:</p> <ul style="list-style-type: none"> ● Build and maintain effective working relationships with partner organisations and build/strengthen pathways to support ● Support the development of Carer-friendly communities and services ● Contribute to Carer Awareness training, events and campaigns
Bennett Suite	<p>To ensure consistent delivery of our alternative care provision, Carer Coach and Support Workers will provide back up for reception and if needed will facilitate the Bennett Suite. Carers Coach and Support Workers will:</p> <ul style="list-style-type: none"> ● Be trained to deliver support in the Bennett Suite ● Cover reception on a rota basis while the Bennett Suite is being facilitated by the Bennet Suite Co-ordinator

	<ul style="list-style-type: none"> ● Facilitate the Bennett Suite in the event that the Bennett Suite facilitator is not available and alternative arrangements could not be made.
Working with Carers of Adults with mental ill health	<ul style="list-style-type: none"> ● You will work with these Carers and the distinct challenges they face in their caring roles. ● You will establish and maintain links with local services involved in the support of the Carers and the adults they look after. ● You will research and implement best practice in supporting these groups of Carers
Other General Duties	<ul style="list-style-type: none"> ● Be part of the 'first response' when the phone rings or when someone attends the centre for support when on Front Door Duty or as needed. ● Conduct appointments (maximum 20 minutes per appointment) booked by Carers via the website - by video or phone according to the Carers preference. ● Pro-actively complete actions from a shared list on charity-log, working to service level agreements and Key Performance Indicators. ● Work with colleagues to promote support services and signpost appropriately both internally and externally ● Book appointments as needed for internal services ● Conduct home visits as needed ● Work productively with organisations across Health, Social Care and Education. ● Work with the team to provide and develop effective support for Carers. ● Actively find out and share information about services and support available to Carers. ● Share information with Carers and colleagues and keep information up to date. ● Provide contingency support for outreach and Carer Awareness Training. ● Contribute to Carers Week, Carers Rights Day and Dementia Action Week. ● Provide culturally appropriate support. Proactively work to minimise the obstacles for Carers who find services difficult to access. ● Undertake any other duties as required
While in post you will:	<ul style="list-style-type: none"> ● Show willingness to help others to provide the best service to our carers ● Be proactive and enthusiastic to improve the service we provide ● Have a 'can do' attitude ● Take pride in providing a quality and timely service ● Develop yourself to be an expert in the service you deliver ● Work to Key Performance Indicators ● Complete annual mandatory training , including safeguarding adults, safeguarding children, GDPR ● Complete other training requested by your line manager, to enhance skills and support personal development
Employee Benefits	<ul style="list-style-type: none"> ● Minimum 26 days holiday, plus bank holidays Pro Rata, increasing with length of service. ● Up to an additional 4 days holiday given between Christmas and New Year. ● Flexibility to support parents and Carers ● Time off in lieu for extra hours worked ● Supportive and friendly working environment ● Free drinks and kitchen facilities

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Person Specification

Below are listed some of the qualities and experience which are necessary for this post. They are divided into essential and desirable and we will be looking for evidence in your application form that candidates fulfil the requirements listed under essential. Please use this as a guide when completing the 'About Me' section of the application form.

	Essential Criteria
Experience	<ul style="list-style-type: none"> ● Providing practical, solution-focused support to members of the public. ● At least one year's experience providing information, advice and guidance. ● Case management or time-limited support work. ● Supporting or facilitating groups. ● Accurate and effective record keeping using a CRM or database. ● Liaising and working with external organisations and partners.
Skills & Abilities	<ul style="list-style-type: none"> ● Strong communication, interpersonal and listening skills. ● Ability to convey empathy, understanding and discretion. ● Ability to assess needs, problem-solve and prioritise workload. ● Strong organisational skills and attention to detail. ● Ability to work both independently and as part of a team. ● Strong IT skills, including use of databases and virtual meeting platforms. ● Ability to reflect on practice and adapt approach as needed. ● Ability to cope with difficult and emotional situations.
Qualifications	No formal qualification required, the success of this role is reliant on post holders having relevant skills, experience and knowledge.
Special Knowledge	<ul style="list-style-type: none"> ● Understanding of the importance of providing the right information, in the right way, at the right time. ● Understanding of the needs of Carers and the challenges they face. ● Basic knowledge of Carers' rights, safeguarding, confidentiality and GDPR. ● Understanding of equality, diversity and inclusive practice.
Personal Qualities	<ul style="list-style-type: none"> ● Caring, compassionate and non-judgemental. ● Flexible and adaptable. ● Self-aware and committed to personal development. ● Committed to delivering an equitable, high-quality service. ● Proactive, enthusiastic and solution-focused.
Working Arrangements	<ul style="list-style-type: none"> ● Full driving license and access to car ● Able to work extended hours including evenings and weekends when required
	Desirable Criteria
Experience	<ul style="list-style-type: none"> ● Working with unpaid Carers. ● Experience in health, social care or voluntary sector settings.
Special Knowledge	<ul style="list-style-type: none"> ● Knowledge of local services and support available to Carers in North East Lincolnshire.