

## **JOB SPECIFICATION** (Post Ref PR135)

- Job Title:** Carer Support Worker – (Substance misuse and mental health)
- Line Manager:** Operational Manager
- Salary Scale:** SCP23 £34,434 - SCP25 £36,363 (Actual for 28hrs £27,547 to £29,090)
- Location:** Carers Leeds supports hybrid working arrangements, in the Carers Leeds office, community locations, and from home.
- Hours:** 28 hours per week

**Purpose of the job:** To help carers access the resources they need to carry out their caring role; to mitigate the negative impact of caring; to enjoy life beyond their caring role and to have good health and wellbeing, social connections and financial security.

The main focus of this role is to design and deliver training and peer support programmes for unpaid carers in Leeds, who support someone with substance misuse and mental health. The role will have a strong focus on parent carers and carers from diverse communities. The role also includes generic carer support duties (as with all Carers Leeds CSWs) which include Support Line rota and 1:1 support

### **Main responsibilities and duties:**

#### **First point of contact**

1. Respond to enquiries from unpaid carers via telephone, webchat, email and face to face by providing person-centred support, information and guidance.
2. Undertake full assessments of carers' need for support.
3. Provide information, guidance and emotional support on a range of relevant subjects, including, but not exclusively, money guidance, welfare benefits, access to social care, housing, respite, education and employment.

#### **1:1 support**

4. Provide 1:1 support to unpaid carers.
5. Work collaboratively with each carer to agree a plan for support.
6. Enable carers to understand and navigate issues about the impact of caring on their life and their options for the future.

#### **Groups, Events and Training**

7. Facilitate carers support groups.
8. Plan, develop and deliver events and training activities for carers.
9. Support professionals and partner organisations to provide relevant, quality and timely information and advice to carers of family, friends and relatives of people using their service.
10. Assist and participate in promoting Carers Leeds through conferences/seminars, meetings, and other similar activities.
11. Other work as required to enable the service to be delivered.

### **Core Values & Behaviours:**

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect team members, trustees and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

Our values and behaviours are continually reinforced from induction through one to ones and team meetings.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions
- **Inclusion** – we value differences and take action to reduce exclusion
- **Respect** - we value and listen to each other
- **Excellence** - we continually improve through listening, learning and innovation
- **Kindness** - we are friendly, caring, and considerate
- **Empowerment** - we support, trust, and promote empowerment to make a difference

### **Respect for service user Confidentiality**

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role

<<This post is subject to a satisfactory DBS check>>

## Person Specification

*Applicants for this role should use their application form to show that they meet all of the essential criteria outlined in the person specification for the position. If they fail to demonstrate this, or are unable to meet the criteria, it is unlikely they will be shortlisted for an interview for this post.*

	<b>Knowledge and Understanding</b>	<b>Essential/Desirable</b>	<b>How identified Application / Interview</b>
1	A clear understanding of the issues affecting carers and their support needs with experience of working with substance misuse, mental health and/or families	E	A/I
2	At least two years' experience of working within the advice/information/support field, with experience of working in the drug and alcohol field or families.	E	A/I
3	A good working knowledge of other services that support carers.	E	A/I
4	A good working knowledge of other services that support carers.	D	A/I
5	Understanding of the needs of carers and of the issues around access/barriers to services faced by some members of the community.	E	A/I
6	Cultural sensitivity and experience of working with diverse communities.	E	A/I
7	Understanding of the ethos of the voluntary and community sector.	D	A
8	Understanding of Safeguarding principles and practice.	E	
9	Understanding of digital platforms for engagement.	E	A
	<b>Skills and Competency</b>		
10	Experience of report writing	D	A
11	Experience of record keeping	E	A
12	Excellent phone, one to one, listening and written communication skills as well as skills in digital communication.	E	A
13	Strong level of IT skills and experience of using a database.	E	A
14	Proven teamwork skills as well as ability to work on one's own.	E	A
15	Able to develop and deliver training.	E	A/I
16	Experience of/ability to facilitate support groups.	E	A/I
	<b>Behaviour and Personal Attributes</b>		
17	Can demonstrate the behaviours which align to the values of Carers Leeds	E	A/I
18	Ability to demonstrate confidentiality	E	A
19	Commitment to continual learning and professional development.	E	A

If you have any questions regarding the role then please contact [Tom.Harris@carersleeds.org.uk](mailto:Tom.Harris@carersleeds.org.uk)  
(Recruiting Manager)