

Carers Connections Support Worker

Salary:	£21,589 (NJC scale, point 12)
Contract:	To 31 st March 2021
Hours:	35hrs per week
Annual holidays:	25 days plus public holidays
Responsible to:	Team Leader (Carer Engagement)
Location:	Leeds City centre

Carers Connections is a project supporting older carers (aged 50+) who are lonely or socially isolated. The outcome of the support will be to improve social engagement, confidence in socialising and community participation. As a result, individuals will feel less socially isolated. The work is funded by the Time to Shine project (Big Lotteries Ageing Better programme). A significant element of this work will contribute to research into what helps people overcome barriers which lead to social isolation. The emphasis of this post is offering support to carers, but the post-holder will also be expected to collect evidence and participate in the research. This project will run until 31st March 2021.

Main duties:

1. Offer support and guidance to older carers who are lonely or socially isolated as a result of their caring role, including bereaved carers, with a view to improving social connections.
2. Support carers who have health problems or disabilities and therefore have difficulty in leaving the home to improve social contact. For these carers, explore options for using technology to improve social contact.
3. Offer telephone and face to face support to carers. Create person-centred, goal-oriented development plans for building social engagement into the individual's life.
4. Offer support in different venues which suit the carer.
5. To support Carers Leeds to offer one-to-one or groups to improve confidence, self-esteem and resilience thereby helping carers to think positively about engaging in socialising and extending their social networks.
6. Provide, with the support of colleagues and volunteers, groups and activities during the day, evening or weekend e.g. pub lunch, theatre trips.
7. Deliver a service which is accessible to the diverse range of carers in Leeds, including male carers and carers from BAME communities.
8. Record all work with individual carers on the Charity Log database.
9. Record and evaluate the effectiveness of the service through collecting evidence and contributing to the Test and Learn process.
10. Develop and promote resources to ensure that Carers Leeds holds expertise in digital socialising opportunities that are appropriate for older carers.
11. Link with other Carers Leeds services in order to offer support to younger older carers (50 – 65 years) who wish to take up volunteering or paid work.

12. Work closely with other services in Leeds which support older people, including other Time to Shine delivery partners.
13. Assist to prepare quarterly reports for the service.
14. Attend relevant Time to Shine meetings.
15. Implement Carers Leeds safeguarding policies and diversity policies.

An Enhanced DBS check is required for this post.

Person Specification

The post holder will be expected to possess the following qualities

Knowledge and Understanding	Essential or Desirable
Understanding of loneliness & social isolation and the impact it has on carers	E
Experience of working in community-based support organisations	E
2 years' experience of working with older people	E
A good understanding of digital platforms and ability to engage & support others to use these.	E
Experience of using a database to record contact with carers	D
Knowledge of services and activities in Leeds that may be helpful to socially isolated older carers.	D
Skills and Competency	
Excellent verbal, listening and written communication skills	E
Ability to work flexibly	E
Ability to manage own workload and proven time management skills	E
Understanding of potential barriers to digital engagement	E
Demonstration of a commitment to equality and diversity	E
Understanding of the ethos of the voluntary and community sector	E
Understanding of Child and Adult Safeguarding policies	E
Behaviour and Personal Attributes	
Highly motivated and engaged	E
Patient	E
High levels of Emotional Intelligence	E
Fair and honest	E
Ability to work empathically with socially isolated older people	E
Confidence to support people who have difficulties in engaging socially.	E