

JOB SPECIFICATION

(Post Ref:PR104)

Job Title: Carers Support Worker – Clinically Extremely Vulnerable

Line Manager: Head of Health and Development

Salary Scale: SCP23 £27,741 (Actual £16,645)

Location: Leeds

Hours: 21hrs/week

Purpose of the job:

This is an exciting opportunity to become part of Carers Leeds support team. We are looking for a Carer Support Worker who has a range of knowledge and skills to provide specific support to carers who are Clinically Extremely Vulnerable themselves or who care for someone who is Clinically Extremely Vulnerable (CEV). This post is linked to wider work and roles across Leeds which have a focus on CEV. In addition to providing support to carers the postholder will be expected to feedback to stakeholders to inform the Leeds Covid-19 response about how best to support carers and people who are CEV.

We particularly wish to encourage applications from people who have knowledge and experience of working with people who have physical health needs and an understanding of the impact of Covid-19 on those with health conditions which mean they have been shielding for much of the pandemic.

We are looking for someone who is highly motivated and creative with good assessment and case management skills to support carers, many of whom will have (or will support someone with) complex health needs. We would want the person to work with a strength-based/outcome focused approach.

The successful candidate will be able to provide support in both 1-1 and group settings, provide information sessions and have a good understanding of how to support people through digital platforms.

Main responsibilities and duties:

1. To provide person centred information, advice and support to carers who are Clinically Extremely Vulnerable and/or who care for someone who is Clinically Extremely Vulnerable (CEV).
2. To manage a case load of carers who support people with often complex physical and mental health needs and to become an expert in understanding the issues faced by people who are CEV.
3. To keep up to date with all changes to relevant welfare benefits (primarily benefits for sickness, disability and caring), be aware of issues in welfare reform, and advise carer support staff accordingly.
4. To assist carers with benefit claims and applications for financial assistance.
5. To support professionals and partner organisations who are working with carers in the provision of relevant, quality and timely information and guidance to family, friends and relatives of people using their service
6. To provide information and advice on a range of relevant subjects, including, but not exclusively, welfare benefits, access to social care, housing, respite, education and employment.
7. To use empathic listening skills to offer carers the opportunity to understand issues about the impact of caring on their life and their options for the future.

8. To acquire a good working knowledge of other local service providers in order to maximise information available to pass on to carers.
9. To offer a choice of contact methods to promote accessibility to Carers Leeds services, including digital engagement opportunities.
10. To provide regular reports to funders on the issues faced by carers who are CEV themselves and/or who care for someone who is CEV
11. When necessary, to assist and participate in promoting Carers Leeds through conferences, seminars, meetings and other similar activities.

An enhanced DBS (Disclosure and Barring Service) check is required for this post.

Core Behaviours:

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

- Showing a willingness to help others to provide the best service to carers
- Putting carers first at all times
- Going the extra mile for carers and workforce
- Being proactive and enthusiastic to improve the service we provide
- Having a 'can do' attitude
- Being polite and courteous to carers and work colleagues
- Taking pride in providing a quality and timely service
- Develop ourselves continually to be experts in the service we deliver

Carers Leeds Values – All employees must:

- Have respect & dignity
- Welcome the involvement of carers and volunteers with a view to reflecting the diverse communities we serve
- Promote a positive image of carers and their vital role, that it is valued and recognised
- Support carers in the choices they make
- Support carers to ensure they are able to access a wide range of support services and strive to develop new ways of working to meet the needs of carers.

Respect for service user Confidentiality

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

Person Specification

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

	Knowledge and Understanding	Essential/ Desirable	How identified Application / Interview
1.	A clear understanding of the issues affecting carers and their support needs, particularly in relation to extreme clinical vulnerability.	Essential	Application & Interview
2.	At least two years' experience of working within the advice/information field	Essential	Application & Interview
3.	Knowledge and understanding of the welfare benefits system and welfare reform	Essential	Application & Interview
4.	Demonstration of a commitment to equity and diversity	Essential	Application & Interview
5.	Understanding of the ethos of the voluntary and community sector	Essential	Application
6.	Understanding of Child and Adult Safeguarding principles	Essential	Application & Interview
7.	Understanding of digital platforms for engagement	Essential	Application & Interview
8.	Understanding of strength-based and preventative support models	Desirable	Application & Interview
Skills and Competency			
9	Excellent verbal, listening and written communication skills	Essential	Application & Interview
10	Experience of report writing and record keeping	Essential	Application & Interview
11	Ability to manage own workload and whilst working in a direct access service	Essential	Application & Interview
12	Proven teamwork skills as well as ability to work on one's own	Essential	Application & Interview
13	Proficient level of IT skills and experience of using a database	Essential	Application
14	Experience of outcome monitoring	Desirable	Application & Interview
Behaviour and Personal Attributes			
15	Can demonstrate the behaviours which align to Carers Leeds values	Essential	Application & Interview
16	Ability to demonstrate confidentiality	Essential	Application

If you have any questions regarding the role then please contact sian.cartwright@carersleeds.org.uk