

**Carer Support Worker – PR 115**

**Salary:** SCP23 £28,226 (Actual £16,936) to SCP25 £30,095 (Actual £18,057)

**Contract:** Permanent

**Hours:** 21hrs per week

**Annual holidays:** 25 days (plus statutory bank holidays)

**Responsible to:** Team Leader

**Location:** Leeds Office base with community and hybrid working

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 additional capacity across our specialist and diverse teams, also offering a triage service to identify need alongside supporting when required our advice service and carer groups.

In the first instance we are particularly encouraging applications from people who have knowledge and experience of working with people who have physical health needs/MH needs.

We are looking for someone who is highly motivated and creative with good triage/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 in strength-based/outcome focussed approach.

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

**Main Duties:**

1. To provide person centred information, advice and support to carers.
2. To manage a case load of carers who support people with often complex physical and mental health needs by undertaking assessments and offering triage/advice line support to identify need
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
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 advice 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 range of choice of contact methods to promote accessibility to Carers Leeds services, including digital engagement opportunities.
10. To be involved in the organisation and facilitation of events and training courses for carers.
11. When necessary, to assist and participate in promoting Carers Leeds through conferences/seminars, meetings and other similar activities.

An enhanced DBS check is required for this post.

### Person Specification

The post holder will be expected to possess the following qualities

<b>Knowledge and Understanding</b>		<b>Essential/ Desirable</b>
1.	A clear understanding of the issues affecting carers and their support needs	Essential
2.	At least two years experience of working within the advice/information field	Essential
3.	Detailed knowledge and understanding of welfare benefits system and welfare reform	Essential
4.	Understanding of the needs of carers and of the issues around access /barriers to services faced by some members of the community	Essential
5.	Demonstration of a commitment to equality and diversity	Essential
6.	Understanding of the ethos of the voluntary and community sector	Essential
7.	Understanding of Safeguarding principles	Essential
8.	Understanding of digital platforms for engagement	Essential
9.	Understanding of Strength based and preventative support models	Desirable
<b>Competencies</b>		<b>Essential/ Desirable</b>
10	Excellent verbal, listening and written communication skills	Essential
11.	Experience of report writing and record keeping	Essential
12.	Ability to manage own workload and proven time management skills	Essential

13.	Proven team work skills as well as ability to work on one's own	Essential
14.	Good level of IT skills and experience of using a database	Essential
15.	Experience of outcome monitoring	Desirable
<b>Personal attributes</b>		<b>Essential/ Desirable</b>
16	Ability to use own initiative	Essential
17	A willingness to actively participate in training and development opportunities	Essential
18.	Ability to work flexible hours, occasional evening/weekend work may be necessary	Desirable
19.	Ability to promote the needs of carers and the work of Carers Leeds	Essential