

JOB SPECIFICATION
(Post Reference: PR118)

Job Title: Carer Support Worker

Line Manager: Team Leader Dementia

Salary Scale: SCP23 £30,151 (Actual £19,814) to SCP25 £32,020 (Actual £21,042)

Location: Hybrid (Carers Leeds Office / Working from Home)

Hours: 23 hours per week

Fixed term contract until: 31st January 2024

Description of role:

Working in a busy dementia team supporting carers who look after people with a diagnosis of dementia or memory issues

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 staff, 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.

These values and Behaviours are continually reinforced from induction through supervision 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

Main responsibilities and duties:

- Delivering independent, impartial, and confidential information, advice and support through a range of means including telephone, email, and face to face at Carers Leeds offices, community-based locations and carers homes.
- Working as a member of a team of Carer Support Workers providing accurate, up to date, carer-focussed information, advice, and support that enables and empowers people.
- Supporting people with understanding their rights and options, 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.
 - providing specific advice and promoting understanding of dementia

This post is subject to a satisfactory DBS check

Person Specification

Applicants for this role should use your application form to show that you 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.	E	A/I
2	At least two years experience of working within the advice/information field.	E	A
3	knowledge and understanding of welfare benefits system.	D	A/I
4	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
	Demonstration of a commitment to equality and diversity	E	I
	Understanding of the ethos of the voluntary and community sector	D	I
	Understanding of Safeguarding principles	E	I
5	Understanding of digital platforms for engagement	E	A/I

Skills and Competency			
6	Delivered Training	D	A
7	Experience of report writing and record keeping		A/I
8	Excellent verbal, listening and written communication skills		A/I
9	Good level of IT skills and experience of using a database		A
10	Proven team work skills as well as ability to work on one's own Good level of IT skills and experience of using a database		A/I
Behaviour and Personal Attributes			
11	Can demonstrate the behaviours which align to Leeds Carers values	E	A/I
12	Ability to demonstrate confidentiality	E	A

If you have any questions regarding the role then please contact Mary Spencer (Recruiting Manager)
mary.spencer@carersleeds.org.uk