

Job Specification

Post Reference (PR122)

Job Title:	Carer Support Worker
Line Manager:	Team Leader
Salary Scale:	SCP23-SCP25 £32,076-£33,945 (Actual £19,246-£20,367)
Location:	Central Leeds/Community locations and potentially some working from home
Hours:	21hrs per week (Mon - Weds)

Purpose of the role

To provide information and support to unpaid carers in Leeds and to develop the service we provide to carers.

Main responsibilities and duties:

1. To provide person centred information, advice and support to unpaid carers.
2. To undertake assessments and use the Carers Stars to provide 1:1 support, initially to carers of a person with dementia.
3. To undertake triage.
4. To assist carers with applications for financial assistance (and benefit forms if the service requires).
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. To run carers support groups.
12. When necessary, to assist and participate in promoting Carers Leeds through conferences/seminars, meetings, and other similar activities.

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

This post is subject to a satisfactory DBS check and also requires the post-holder to be able and willing to drive.

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	D	A/I
8	Excellent verbal, listening and written communication skills.	E	A/I
9	Strong level of IT skills and experience of using a database	E	A
10	Proven teamwork skills as well as ability to work on one's own	E	A/I
11	Experience of/ability to facilitate support groups.	E	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

