



## Job description

<b>Job title:</b>	Carers Support Outreach Worker
<b>Location:</b>	Home based
<b>Responsible to:</b>	Manager (Northern Ireland)
<b>Salary:</b>	Grade C – Starting Salary £22,080 (pro-rata) per annum
<b>Contract:</b>	Fixed term post to May 2019 with possibility of extension
<b>Hours:</b>	21 hours per week
<b>Annual leave:</b>	Pro rata of 25 days plus 12.5 days to be taken on public/bank holidays and office closure days.
<b>Pension:</b>	After probationary period matched employer contribution up to maximum of 5% of salary

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### Main aims of the post

- To provide information, support and activities for adult carers aged 18 and over to help them lead the life they desire alongside their caring role.
- Working in partnership with other statutory, voluntary and private sector organisations identify adult carers in the Health Trust area.
- Engage and consult with young carers, national carers organisations, national children's organisations and other national forums to ensure that young carers voices are recorded and represented.
- To organise and deliver local events for adult carers.
- To represent the organisation in various meetings where appropriate.

## **Scope and accountability**

The post holder:

- will work within a team and report to the Manager.
- will work within agreed budgets.

## **Duties to include**

### **Carer Engagement**

1. Assess the needs of carers and jointly agree a plan to assess those needs.
2. Provide information, training and support to adult carers to enable them better to manage the impact of caring on their own health, financial and social situation.
3. Signpost adult carers to other services as required.
4. Liaise with adult carer through emails and visits to ensure their views are aware of services and activities.
5. Apply for grants for individual carers as appropriate.

### **Carer Activities**

1. Consult with adult carers to find out their views on activities and services, identifying gaps and working with the team to ensure gaps in service are rectified.
2. Establish groups to enable carers to access peer support.
3. Provide training for carers – in co-ordination with CSOW's in other areas.
4. Identify, train and support adult carers who may be interested in becoming volunteers with the project.

### **Partnership working**

1. To liaise and work with partner agencies and others who may come into contact with adults in a caring role.
2. To ensure communication pathways exist with other professionals who are likely to come into contact with adult carers (e.g. GP's, Health Trust staff) to ensure they are aware of the project and the services it can provide in the designated area.
3. Attend meetings with partner agencies as appropriate and directed by the Manager.
4. Deliver training and information sessions about the service to other agencies.

### **General**

1. To act as ambassador for the project.
2. To keep records as agreed with the Manager and using any outcome measuring tools and

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systems agreed.

3. Provide regular reports, both verbal and written, to the Manager.
4. Working with the team participate in creating new information resources.
5. Liaise with colleagues within Carers Trust and other partners to plan and manage media and PR opportunities for activities and events.
6. To be committed to safeguarding and promoting the welfare of adult carers.
7. To work at all times within the philosophy and policies of Carers Trust.
8. As TRUSTED Carers Trust staff, we are:
  - Team Workers – supporting each other toward a common goal.
  - Responsive – putting ourselves in others' shoes and responding to their needs.
  - United – working as one organisation meeting challenges together.
  - Supportive – enabling one another to do a great job.
  - Transparent – being honest and open with one another.
  - Enterprising – being bold, pro-active and evolving.
  - Diverse – understanding and celebrating the different things we each bring to Carers Trust.
9. To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
10. To have a commitment to developing quality by the implementation of Carers Trust quality evaluation tools along with any other standards set by Carers Trust.
11. To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
12. To undertake any other duties that may be considered commensurate with the level of the post.

**Person specification**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of commitment to partnership working.</li> <li>• Working within or closely with statutory sector health and social care organisations.</li> <li>• Experience of successful project coordination.</li> <li>• Collecting information in agreed formats for monitoring and evaluation.</li> <li>• Running group meetings and training workshops.</li> </ul>	
<p><b>Skills and abilities</b></p> <ul style="list-style-type: none"> <li>• Well-developed communication, interpersonal, support and influencing skills.</li> <li>• Ability to work as part of a team.</li> <li>• Ability to build and sustain relationships with other organisations and promote joint work.</li> <li>• Ability to implement project plans.</li> <li>• Ability to prioritise competing demands and to organise own workload.</li> <li>• IT skills – including word-processing and spreadsheets.</li> <li>• Ability to work to budgets.</li> </ul>	
<p><b>Knowledge</b></p> <p>Knowledge and understanding of carers issues.</p> <p>Knowledge or experience of monitoring and evaluation processes.</p>	<p>Understanding of Policy and legislation affecting carers</p>
<p><b>Other</b></p> <p>Willingness to travel and some evening and weekend work may be required.</p> <p>This post has a remit to work in the Southern Health and Social Care Trust area but the post-holder may be required to attend Northern Ireland-wide meetings in other areas and may exceptionally involve travel</p>	

to other parts of the UK. This post is subject to an Access NI check at an enhanced level.	
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