Job Description

General Information

Job Title:	Carer Support Worker
Responsible To:	Team Leader (Carer Support Worker)
Responsible For:	N/A
Directorate:	Operations
Job Family:	Operational
Disclosure Required:	Yes – Disclosure & Barring Service

Role Purpose

To be responsible for providing information, advice, support and signposting for all carers, i.e. mental health learning disabilities, dementia and promote provision for carers in line with current national objectives.

Principal Accountabilities

1. To provide emotional support and assist carers to develop coping strategies to relieve their caring responsibilities.

2. To conduct and promote carer's assessments in line with the service level agreement.

3. To provide information to carers about services both locally and nationally and identify local development opportunities where appropriate.

4. To develop and/or support Making Space carer self-help groups and activities. To reduce social isolation of carers and encourage carer networks through individual interventions, joint working, group activities and workshops.

5. Identify, develop and promote opportunities for carer breaks to relieve caring responsibilities by encouraging opportunities for service user breaks in co-operation with other agencies.

6. To liaise with other service providers both in the statutory and voluntary sector and inform those services about the needs of carers to enhance the exchange of information between services and carers.

7. To promote and support carer involvement in the planning of local services and in the training of workers and raising the awareness of Making Space and other agencies to encourage joint working and to represent Making Space as required.

8. To maintain records and statistics in line with the service level agreement and Making Space's requirements.

9. To undertake an integrated assessment, planning and review approach with carers, by using tools for example using the Recovery/Outcome Star and where necessary arrange for more specialist support.

10. To demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work.

11. To take responsibility for ensuring and achieving the objectives of the Making Space Health and Safety Policy.

12. To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager.

13. Adopt working practices that minimises risk and maintains own and others' health, safety and security that are consistent with legislation, policies and procedures.

14. Report any suspicion of risk to the appropriate people and/or organisation that is consistent with legislation, policies and procedures.

15. Adhere to and work within all the policies of Making Space such as protection of adults at risk, child protection policy, confidentiality and data protection policies, and all other Making Space policies.

16. To comply with the General Social Care Council Code of Professional Conduct for Social Care Workers.

17. To ensure the ongoing safety of the people we support by reporting/auctioning concerns through Local Authority Safeguarding Policies or the organisations whistle blowing policy.

18. To ensure that our Whistleblowing and our Safeguarding Policies are strictly observed by reporting ALL safeguarding concerns to a senior colleague, manager or senior manager and/or where required to the local authority safeguarding unit.

General Information

Relationships:	Frequent contact within own department and others within the organisation, and occasional contact with external organisations
Management and Supervisory Responsibility:	No direct subordinates but may provide introductory training and influence/guide others in the team
Accountability:	Limited accountability for a service within the organisation

The Making Space Behaviours

The Behaviour Levels:
- Level 1 ~ Assisting
- Level 2 ~ Guiding
- Level 3 ~ Shaping

This section identifies what the required competency level is for the role in each of the Making Space Behaviours. The table indicates the method by which the level of competency in each area will be assessed.	ASSESSMENT METHOD			
	Application Form	Interview	Assessment	Other
Effective Team Working (Level 2) *Builds and maintains productive relationships across and, where appropriate, outside Making Space, actively involving and consulting internal and external partners.*		✓		
Focusing on performance (Level 1) *Makes an active contribution to the team, showing personal commitment to achieving agreed objectives.*		✓		
Developing yourself and others (Level 2) *Improves their own skills by developing specialist and functional knowledge, and getting feedback on their own performance. Helps others develop through coaching, delegation and feedback.*		✓		
Thinking things through (Level 2) *Assesses issues and problems from different points of view. Makes decisions that take account of both short-term and long-term implications.*		✓		
Results Focused (Level 1) *Organises their own workload to meet deadlines and expectations, using resources effectively and efficiently.*		✓		
Working with change (Level 2) *Encourages and demonstrates creative thinking, putting into practice new approaches that improve performance. Helps others to understand and cope with change.*		✓		

Person Specification

The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	ASSESSMENT METHOD			
			Application Form	Interview	Assessment	Other

Education and Qualifications

	ESSENTIAL	DESIRABLE	Application Form	Interview	Assessment	Other
• NVQ II (or equivalent) in Health and Social Care or willingness to work towards	✓		✓	✓		

Experience

	ESSENTIAL	DESIRABLE	Application Form	Interview	Assessment	Other
• Working with the people who experience mental ill health and/or carers or have experience of mental health, dementia, learning disabilities	✓		✓	✓		
• Communicating and working alongside employees of other agencies	✓		✓	✓		
• Experience of multi-disciplinary working or within the voluntary sector, psychiatric hospital or community provision		✓	✓	✓		
• Experience of service user and/or carer involvement		✓	✓	✓		
• Experience of using information technology for a range of different purposes	✓		✓	✓		

Knowledge, Skills and Abilities

	ESSENTIAL	DESIRABLE	Application Form	Interview	Assessment	Other
• Ability to communicate effectively to develop and maintain constructive relationships with carers and professionals from other agencies and share information appropriately	✓		✓	✓		
• Ability to manage conflicting priorities and one's own time with a minimum of supervision	✓		✓	✓		
• Basic knowledge of medication and side effects used in the treatment of severe mental illness and the mental health act		✓	✓	✓		
• An ability to communicate effectively both orally and in the written form	✓		✓	✓		
• Ability to maintain accurate records and produce statistics		✓	✓	✓		
• Ability to deliver presentations		✓	✓	✓		
• Motivated to work towards creating a safe, open and trusting environment	✓			✓		
• Awareness of the issues around working with vulnerable adults and the boundaries of professional relationships	✓			✓		
• Demonstrate a commitment to respecting and valuing service users' perspectives and choices	✓			✓		

Work Circumstances

	ESSENTIAL	DESIRABLE	Application Form	Interview	Assessment	Other
• Being prepared to work flexibly to meet the needs of customers and the organisation	✓			✓		

The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	ASSESSMENT METHOD			
			Application Form	Interview	Assessment	Other
• Being prepared to undertake relevant training	✓			✓		
• Ability to travel throughout the area of operation	✓			✓		

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