



Redbridge Carers
Support Service

London Borough of

Redbridge



Job description

Job title:	Community Support Officer
Location:	RCSS main office in Ilford and borough wide
Responsible to:	Operations Manager
Salary:	£29,799.35 FTE (pro rata £18,237.17 per annum)
Contract:	Permanent
Hours:	21 hours per week, including some out of hours work
Annual leave:	26 days per annum
Pension:	3%

Key responsibilities of the post

To identify and support unpaid carers from the diverse communities in Redbridge. Specifically, to offer advice, information and informal advocacy, ensuring that carers are aware of their rights and accessing their entitlements. The post holder will work closely with carers to develop individualised and person centred support plans identifying the key services required to support carers and make a positive difference to their lives. All support planning will be underpinned by the holistic health and wellbeing activities offered by RCSS. The role requires a detailed understanding of welfare benefits and support services across all sectors.

The post holder will be required to work their hours flexibly to meet the needs of carers and support the work of RCSS. The post holder will work mainly from the RCSS office in Ilford and at other community venues across Redbridge. This is a permanent post.

Duties to include

1. Support carers on a 1-1 basis and in group settings, including peer support groups, activities, workshops, events and forums.
2. Develop person centred plans as part of an RCSS holistic needs assessment, completing any required actions within a specified time frame.
3. To provide information and support to carers by office appointments, through home and community visits and through regular telephone welfare checks.
4. Develop and deliver health and wellbeing activities in accessible community venues around the borough.
5. Encourage and enable carers to access support to improve their own physical and mental health and wellbeing including services to reduce isolation such as the RCSS volunteer befriending service and peer support groups.
6. Work closely with the Community Support Team and other colleagues to

arrange and deliver Advice Surgeries and other drop-in events to ensure that carers can receive advice, information and support in their communities.

7. Promote and develop the work of RCSS by organising and attending carers forums, consultations, focus groups, workshops and associated events.
8. Work closely with statutory, voluntary and community sector organisations e.g., primary health and social care services, to develop partnerships and improve pathways for carers to access information and support.
9. Plan and implement targeted outreach to identify and engage with seldom heard carers and promote the work of RCSS.
10. Maintain an up to date knowledge of welfare benefits and grants available to carers, supporting carers in maximising their income.
11. Have a good working knowledge of relevant legislation e.g. The Care Act 2014 and of local authority procedures and eligibility criteria to support carers in accessing key services.
12. Be responsible for collecting evaluation and feedback from carers to evidence work related outcomes.
13. Actively contribute to the analysis of feedback to develop and improve services and ensure that services are carer led and meet identified need.
14. To produce regular written reports and case studies and provide information to support the completion of quarterly monitoring and performance reports.
15. Work towards targets and key performance indicators in line with the requirements of the core services specification and other projects and as directed by Senior Management.
16. Work with colleagues and Senior Management to develop services and support to meet the needs of carers.
17. Ensure former carers continue to receive support as they exit RCSS by signposting and referring to other relevant external services. Encourage and enable former carers to volunteer for RCSS.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children, reporting any safeguarding concerns to the RCSS Designated Safeguarding Manager in accordance with procedures.
- Carry out the above duties with due regard at all times to the policies and procedures of RCSS, in particular the Equality, Diversity and Disability and Confidentiality policies and the Staff Handbook.
- Maintain records of all work undertaken with carers and volunteers and update all records accordingly, including input to the confidential data base and any associated files in line with IT and data protection protocols.
- Ensure activities are accessible to carers, e.g. by provision of language or other

support as appropriate

- Undertake training as required and proactively contribute to training and self-development plans.
- Receive and contribute to monthly supervision, in accordance with the RCSS Supervision Policy.
- Make relevant contributions to the RCSS newsletter, website and other promotional media.
- Attend mandatory staff meetings and contribute to developing policies, procedures, practice and service planning.
- Attend Trustee meetings to update the Board on relevant areas of work.
- Maintain confidentiality and security of electronic and paper client records adhering to the General Data Protection Regulations, (UK GDPR) and RCSS Data Protection and Privacy Policies at all times.
- Undertake a DBS check.
- Develop and foster a positive and collaborative approach to teamwork, helping colleagues and supporting the day to day running of the office. Be prepared to cover general office work when required, including administration, answering calls and dealing with carers, professionals and the general public.
- Undertake any reasonable duties or tasks as requested by Senior Management
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

Person specification

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of 1-1 work with clients • Experience of providing information, advice and informal advocacy • Experience of liaising with a broad range of organisations and agencies across all sectors • Experience of working effectively within a small, supportive team. • Experience and understanding of working with people from a diversity of cultures and backgrounds. 	<ul style="list-style-type: none"> • Experience of providing formal advocacy support on a 1-1 basis <p>Qualifications</p> <ul style="list-style-type: none"> • Relevant health and/or social care qualification
<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge and understanding of carers issues, particularly as they relate to support and planning • Knowledge and understanding of welfare benefits, individual budgets, direct payments and personalised care • Good understanding of confidentiality and data protection issues in relation to case work 	<ul style="list-style-type: none"> • Knowledge of and ability to use relevant legislation to support carers.

<ul style="list-style-type: none"> • Understanding of equality and diversity • An understanding of boundary setting in relation to frontline support work • Knowledge and understanding of safeguarding principles and practices 	
<p>Skills and abilities</p> <ul style="list-style-type: none"> • Clear and concise written and spoken communication skills • Ability to facilitate groups • Self-motivation and the ability to work in a focused and self-directed manner as well as collaboratively as part of a team • A common sense and sympathetic attitude to people in crisis and under stress • Ability to work to deadlines and meet specified targets • Ability to manage time effectively • Good administrative and IT skills • Ability to write and maintain case records 	<ul style="list-style-type: none"> • Able to use Charitylog or similar data base applications • Ability to use evaluation tools and methods
<p>Other requirements</p> <ul style="list-style-type: none"> • Willingness to work outside of office hours when required • Able to work flexibly to meet the needs of carers and support the organisation • To accept supervision and training <p>Appointment to this post will be subject to:</p> <ol style="list-style-type: none"> 1. At least two satisfactory references being received, including one from the current/most recent employer 2. Enhanced Disclosure and Barring Service (DBS) clearance. 	