

Application Pack

Family Support Worker



Carers
Hub
Lambeth



About the role

Main purpose of the role

The core functions of the role will be to:

- Work across the Young Carers and Adult Carers teams to **provide support to families affected by alcohol and/or substance misuse**
- Work closely with the Young Carers Assessments and Referrals Officer and the wider Young Carers team to ensure Young Carers affected by parental alcohol and/or substance misuse are protected from inappropriate caring roles and are able to maintain their wellbeing and achieve their aspirations
- **Identify and prevent inappropriate caring responsibilities** through whole-family assessments and reviews and ensuring that young carers and their families have access to a range of emotional and practical support appropriate to their needs.
- Work closely with the Adult Carers Team Leader and the wider team to ensure that adult carers affected by alcohol and substance misuse are identified and their **support needs assessed**
- Work with carers to ensure that they and their families have **access to a range of emotional and practical support appropriate to their needs.**
- Support families to **access relevant services and understanding of rights**
- Provide **1:1 support** for the most vulnerable families
- Attend multi-agency meetings, Child Protection Conferences and Child in Need reviews as necessary
- Design and deliver a programme of online and face to face peer support groups
- Maximise support for families through **effective partnership working** and **improved referral pathways** to other voluntary and statutory services
- Work with the Young Carers Service and the wider Carers' Hub team to support our organisational objectives and help out with events, communications and other ad hoc work.

One to one support, signposting and Information

- Respond to referrals from various sources and carry out an initial assessment with the adult carer or young carer and their family at a time and location convenient to them
- Carry out 1:1 casework with Young Carers affected by alcohol and substance misuse, using the MACA (Multidimensional Assessment of Caring Activities) and PANOC (Positive and Negative Outcomes of Caring) tools to assess the young carer's caring role, collaboratively identify goals and put in place appropriate plans to address needs
- Carry out 1:1 casework with Adult Carers affected by alcohol and substance misuse, using the Wheel of Wellbeing as a tool to collaboratively identify goals and put in place appropriate plans to address needs
- Support Carers and their families to access a range of support services
- Respond to safeguarding concerns following the Carers' Hub safeguarding policy and procedure

Recording, Monitoring and Reporting

- Accurately record all 1:1 contacts and casework using Charity Log and other paper/digital systems
- Complete baseline and follow up assessments with high need Young and Adult Carers accessing the service using agreed measurement tools as required by the funders
- Work with the Young Carers Team Leader to ensure all activities are monitored and evaluated to demonstrate the impact of the support provided
- Working closely with the Young Carers Team Leader, record your learning, what is working/not working well, identify common themes and recurring issues to help shape the development of the service
- Produce quarterly reports, statistics, case studies and other reports as required by the Team Leader, commissioners and other bodies
- Identify and troubleshoot issues with service delivery and highlight risks to the Young Carers Team Leader to ensure the programme remains on track to achieve targets

Partnership Working

- Proactively engage with local services, including social care, health and mental health services, drug and alcohol treatment consortium, housing associations and voluntary sector organisations
- Build and maintain positive working relationships with local services and schools to ensure the successful delivery of the service, increase referrals, unblock issues and problem solve collaboratively
- Identify, build and maintain strong relationships with partner organisations who both refer in to the project and who the postholder will refer onto
- Represent Carers' Hub externally at relevant meetings and events

Peer Support Groups

- Deliver a programme of online and face to face peer support groups
- Design a programme of peer support groups collaboratively and in partnership with carers, to give them the opportunity to meet others in the same situation, improve their mental wellbeing and build new friendships
- Plan appropriate topics to explore together, creating materials to facilitate discussion as appropriate

Working within the Carers Hub Team

- **Support the wider young carers service** by being a first point of contact for telephone and email enquiries.
- Work with the Carers Hub team to plan, deliver and evaluate activities, newsletters and other ad hoc events

- Work flexibly within the team supporting colleagues and sharing skills and knowledge as required to provide an effective and reliable service to all carers
- Work collaboratively with the rest of the team on joint activities for carers in Lambeth.

Other

- To be self-supporting administratively
- To attend and contribute to team and supervision meetings
- To be aware of own training needs
- To be willing to travel around the borough to carry out home visits
- To be available for occasional weekend and evening events
- To undertake any other appropriate duties commensurate with this post
- To act at all times in accordance with all Carers Hub policies and procedures

Person Specification

(if you think you could do the role but do not meet all of the specification, we would still like to hear from you)

Knowledge and Experience	
<ul style="list-style-type: none"> • Knowledge of the rights of Young Carers under Children and Families act 2014 	Desirable
<ul style="list-style-type: none"> • Understanding of the diversity of young carers, their caring roles and how this can impact their education 	Desirable
<ul style="list-style-type: none"> • Experience working with vulnerable young people and managing complex cases 	Essential
<ul style="list-style-type: none"> • Experience working in a small voluntary sector organisation 	Desirable
<ul style="list-style-type: none"> • Knowledge of whole family work and multi-agency work 	Desirable
<ul style="list-style-type: none"> • Safeguarding protocols including referring and escalation to Children's Social Care 	Essential
<ul style="list-style-type: none"> • Demonstrable track record of proactively and independently setting up, organising, planning and facilitating peer support groups 	Desirable
<ul style="list-style-type: none"> • Track record of problem solving, reviewing approach and responding with new ideas to achieve goals 	Desirable

Attitude and Values	
<ul style="list-style-type: none"> Confidence and presence to raise awareness of issues affecting young carers 	Essential
<ul style="list-style-type: none"> Commitment to engaging with young carers as equal partners in the development of the project 	Essential
<ul style="list-style-type: none"> Able to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people, regardless of race, religion, culture, gender, age, disability or sexuality 	Essential
<ul style="list-style-type: none"> Demonstrates kindness and integrity in working relationships 	Essential
Partnership working and communication skills	
<ul style="list-style-type: none"> Communicate effectively and credibly with a wide range of people at all levels 	Essential
<ul style="list-style-type: none"> Confidence to network with local partners to establish new relationships 	Essential
<ul style="list-style-type: none"> Ability to present the project to small audiences at meetings, forums and events 	Essential
Other	
<ul style="list-style-type: none"> Ability to identify risks to project delivery 	Essential
<ul style="list-style-type: none"> Ability to work flexibly, work under own initiative and prioritise workload 	Essential
<ul style="list-style-type: none"> Proven track record of delivering work to targets and deadlines in a fast paced office environment 	Essential
<ul style="list-style-type: none"> Strong team ethic and the willingness to support colleagues and the wider Carers' Hub work 	Essential
<ul style="list-style-type: none"> Strong written and oral communication skills 	Essential
<ul style="list-style-type: none"> Strong and confident IT skills and the ability to learn new programmes 	Desirable

<ul style="list-style-type: none">• Ability to write clear and succinct reports, website content, updates as necessary	Desirable
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We are an Equal Opportunities Employer

We are particularly keen to ensure that our staff reflect the diverse nature of the communities in which we work. Applications from carers, disabled people, the LGBTQ+ communities, people from ethnic minority backgrounds, South London residents and people who share lived experience with our service users are very warmly welcomed. We will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by person specification.



How to apply

Stage 1

Please complete an application form and return by **9am on Friday 10th May 2024**. Please note we're actively interviewing for this role and applications might close sooner.

Email: recruitment@carershub.org.uk

Stage 2

Shortlisted applications will be invited to attend an interview. Interviews will take place on **Thursday 16th May** at 336 Brixton Road.

Stage 3

Job offer will be subject to satisfactory references and a DBS check

For more information before applying

If you would like to have an informal chat to find out more about the organisation and the role before making an application please contact alice@carershub.org.uk



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