

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	Parent Carer Support Officer
Responsible to:	Carers Support Manager
Hours:	22.5 hours per week (preferably worked on Tuesdays, Wednesdays, and Thursdays)
Salary:	Actual for 22.5 hours: £15,243 (FTE: £25,406)
Place of work:	Carers Support Centre, Gill Avenue, Fishponds, Bristol. Hybrid working possible.

Aims of the post

To provide an effective support service for Parent Carers in Bristol.

Main tasks

1. Support for parent carers

1.1 provide information, advice, support and advocacy to individual parent carers in Bristol, making home visits as appropriate

1.2 take referrals from CSC staff, partner organisations and parent carers who may self-refer.

1.3 refer carers to relevant staff within the CSC and/or to external agencies as required.

1.4 maintain regular contact and close working relationship with Bristol Parent Carers (a parent led participation group) and feed any social policy issues from support work back to them.

1.5 attend Bristol Parent Carer events and groups to provide advice and support to parent carers

1.6 publicise and promote the work of CSC and raise awareness of the needs of parent carers, including developing and distributing publicity materials and giving talks and presentations as appropriate.

1.7 maintain appropriate records of all work undertaken on the organisational database, monitor and evaluate all aspects of work carried out, and produce and contribute to monitoring reports as required.

1.8 to identify gaps in service provision for parent carers in Bristol and with Carers Support Manager, other CSC staff, and where appropriate Bristol City Council, to address them

1.9 to work in partnership with other service providers and to attend external meetings and events as required for the post.

2. General

To:

2.1 ensure that all work is carried out in accordance with the Carers' Support Centre's policies and procedures.

2.2 undertake any other duties commensurate with the grading of the post, as agreed with your line manager.

PERSON SPECIFICATION

ESSENTIAL:

Experience/Knowledge

- Recent experience of information, advocacy and advice work
- Relevant experience that will contribute to an understanding of the needs and issues for parent carers
- Demonstrable recent experience of working with individuals needing practical and emotional support.

Desirable

- Knowledge of health and social care structures and provision
- Experience of working in partnership with other organisations
- Experience of working with people from diverse cultural backgrounds

Skills

- Computer literacy and ability to self-serve in administrative tasks
- Excellent written and verbal communication skills
- Excellent listening skills

Attributes

- Empathic and approachable with a genuine interest in the well-being of all carers.
- Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
- Ability to work as part of a team
- Creative, responsive and open to exploring new ways of working,
- Ability to establish good working relationships with staff, volunteers, carers and external agencies and organisations
- Commitment to equal opportunities and diversity