



Carers  
Hub  
Lambeth

# Young Carers Support Worker Application Pack



**“You haven’t given up on me and my siblings, like many others have. Everytime you help us out, it always makes a dull day much brighter”**

Thank you for your interest in the Young Carers Support Worker Position at Carers’ Hub Lambeth.

Carers’ Hub plays an essential role in Lambeth, providing support to numerous unpaid carers throughout the borough. We offer one-on-one and peer support, signposting, monthly forums, training, workshops, and social activities. As a charity with ambition, a compassionate heart, and a significant impact, we are dedicated to making a difference to Lambeth carers.

A young carer is someone aged 5 and up who cares, unpaid, for a friend or family member who has an illness, disability, mental health problem or addiction. Some caring roles are big, others small. Either way, we’re here to help.

In this role, you will engage directly with young carers aged 5 and older to facilitate positive outcomes. This includes identifying and preventing inappropriate caring responsibilities through comprehensive family assessments and reviews, ensuring that young carers and their families receive a spectrum of emotional and practical support tailored to their needs. You will also work closely with the Young Carers Team Leader to help implement our young carers activities program.

The remainder of this information pack provides further details about Carers’ Hub and the qualities we seek in a candidate. If you share our passion for this work and believe you could contribute meaningfully, we would be thrilled to hear from you.

Best of luck!



## About the Role

### Main Purpose of the Role



The primary responsibilities of this role include:

- Conducting statutory needs assessments for young carers and supporting them in maintaining their wellbeing while achieving their aspirations through a whole family approach.
- Identifying and preventing inappropriate caring responsibilities by performing whole-family assessments and reviews, ensuring that young carers and their families can access a variety of emotional and practical support tailored to their needs.
- Assisting families in accessing relevant services and understanding their rights.
- Providing one-on-one support to the most vulnerable young carers, helping them achieve personal goals and develop coping skills using the MACA (Multidimensional Assessment of Caring Activities) and PANOC (Positive and Negative Outcomes of Caring) assessment tools.
- Working closely with the Young Carers Team Leader to support young carers with high needs, where an interagency response is essential.
- Participating in multi-agency meetings, Child Protection Conferences, and Child in Need reviews as necessary.
- Maximising family support through effective partnership working and improved referral pathways to both voluntary and statutory services.
- Working alongside the Young Carers Service and the wider Carers' Hub team to support organisational objectives and assist with events, communications, and other ad hoc tasks.

### One-to-One Support, Signposting, and Information



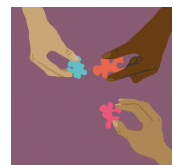
- Responding to referrals from various sources and conducting initial assessments with young carers and their families at a time and place that suits them.
- Carrying out one-on-one casework with young carers, using MACA and PANOC tools to assess their caring roles, collaboratively set goals, and create appropriate plans to address their needs.

- Supporting young carers and their families in accessing a range of support services.
- Addressing safeguarding concerns in accordance with the Carers' Hub safeguarding policy and procedures.



## Recording, Monitoring, and Reporting

- Accurately documenting all one-on-one contacts and casework using Charity Log and other paper/digital systems.
- Completing baseline and follow-up assessments for high-need young carers accessing the service, utilising agreed measurement tools as required by funders.
- Ensuring that all activities are monitored and evaluated to demonstrate the impact of the support provided.
- Working closely with the Young Carers Team Leader to document your learnings, identify what works and what doesn't, and highlight common themes and recurring issues to inform service development.
- Producing quarterly reports, statistics, case studies, and other reports as required by the managers, commissioners, and other stakeholders.
- Identifying and addressing service delivery issues while alerting the Young Carers Team Leader to any risks to ensure the program remains on track to meet its targets.



## Partnership Working

- Developing strong working relationships with Lambeth Children's Services, schools, and voluntary sector organisations to foster joint efforts and enhance outcomes for young carers and their families.
- Establishing new referral pathways into the service by identifying opportunities to connect with professionals who interact with young carers in Lambeth.
- Increasing referral numbers into the service by participating in relevant external meetings and events, thereby raising awareness of the service, the wider organisation, and the challenges faced by carers.

- Building and maintaining strong relationships with partner organisations.
- Representing the Young Carers service and Carers Hub at relevant meetings and events.

## Working within the Carers Hub Team

- Supporting the broader young carers service by serving as the first point of contact for phone and email inquiries.
- Collaborating with the Carers Hub team to plan, deliver, and evaluate activities, newsletters, and other ad hoc events.
- Working flexibly within the team, supporting colleagues and sharing skills and knowledge as needed to provide a dependable service to all carers.
- Collaborating with the team on joint activities for carers in Lambeth.

## Other Responsibilities

- Being self-sufficient in administrative tasks.
- Attending and contributing to team and supervision meetings.
- Being aware of personal training needs.
- Being willing to travel around the borough for home visits.
- Being available for occasional weekend and evening events.
- Undertaking any other relevant duties commensurate with this position.
- Acting 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)

<b>Qualifications</b>	Relevant degree	Required
	Professional qualification in social care, health, or youth work (or working towards)	Desirable
<b>Knowledge</b>	Safeguarding and child protection	Essential
	Knowledge of risk assessment and ability to recognize and respond to significant risk	Essential
	Familiarity with advice, information, and support services for young people and their families	Desirable
<b>Experience</b>	Working in a fast-paced frontline role	Essential
	Use of assessment tools to identify needs and aspirations of children and young people	Desirable
	Delivering information, advice, and support to children and young people and their families	Essential
	Experience working with young carers and/or young adult carers	Desirable
	Experience working to targets and deadlines	Desirable
	Experience managing stakeholder relationships	Desirable
<b>Attitude and Values</b>	Confidence to raise awareness of issues affecting young carers and their families	Essential
	Drive and energy to achieve service targets	Essential
	Self-motivated and able to work independently and as part of a team	Essential
	Flexibility to work unsociable hours and from various locations	Essential
	Commitment to engaging young carers as equal partners	Essential
	Understanding of carers' needs and aspirations	Desirable
	Demonstrates kindness and integrity in working relationships	Essential
	Commitment to equal opportunities and sensitivity to diverse backgrounds	Essential



<b>Skills</b>	Change management: comfortable with ambiguity and creative problem-solving	Essential
	Ability to communicate sensitively with children, young people, and their families	Essential
	Program management: task prioritization and service evaluation	Essential
	IT proficiency: ability to learn new programs and use software effectively	Essential
	Good people skills: effective teamwork and relationship building	Essential
	Communication: effective written and verbal skills at all levels	Essential
	Ability to work in partnership with other organizations	Desirable
	Understanding the ethos of charities and not-for-profit organizations	Essential
<b>Other</b>	Ability to work independently, prioritize work, and meet deadlines	Essential
	General IT skills	Essential

## 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 18th July**.

**Email:** [recruitment@carershub.org.uk](mailto:recruitment@carershub.org.uk)

## Stage 2

Shortlisted applications will be invited to attend an interview. Interviews will take place on **Thursday 24th July at 336 Brixton Road**.

**Please note, we'll be actively interviewing for this role and therefore the applications might close earlier.**

## 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](mailto:alice@carershub.org.uk)

