



## **KINGSTON CARERS' NETWORK**

Registered Charity No: 1151456

Company No: 8376060

### **JOB DESCRIPTION**

<b>Job Title:</b>	Carers' Support Worker
<b>Salary:</b>	Scale 29 (NJC) – £8,999 for 12 hours per week (including London Weighting)
<b>Hours of Work:</b>	12 per week (may involve occasional evening/weekend work)
<b>Holiday Entitlement:</b>	25 days per annum plus statutory holidays

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### **RELATIONSHIPS**

<b>Responsible to:</b>	Chief Executive Deputy Chief Executive Board of Trustees
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### **PROJECT AIMS**

- To provide advice to carers on a wide range of issues including community care, housing, welfare benefits, carers' rights, employment, education and disability issues.
- To advocate for carers to access the support they need.
- To work with colleagues to identify the need for other support to carers and their families.
- To raise awareness of carers' issues and needs with other organisations in the borough.
- To support carers to access relief/respite breaks available and inform carers about direct payments, personalised budgets and other relief schemes.
- To carry out 'trusted' Carers' assessments to assess carers' needs and to develop support plans to meet those needs.
- To work as part of a team to ensure that the vision and aims of KCN are promoted.

### **PROJECT OBJECTIVES**

- Interview carers using sensitive listening and questioning skills in order to allow them to explain their problem(s) and empower them to set their own

priorities.

- To give advice and assistance to carers and their families on welfare benefits and other carer-related issues.
- To deliver advice from the office or outside of the office as appropriate.
- To complete Carers' Assessments.
- Use the local authority's Information database to record outcomes of Carers' Assessments.
- Use the reference materials to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting claims or writing letters and telephoning.
- Prepare and present cases to appropriate statutory agencies and tribunals etc.
- To advise on any other matters relevant to carers that may be required.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the organisation's requirements and other funding requirements, as appropriate.
- Assist with campaigning work by providing information about clients' circumstances through the appropriate channel.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to campaigning and funding requirements, record keeping and document production.
- Ensure that all work conforms to the organisation's systems and procedures.
- Provide statistical information on the number of clients and nature of cases.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of KCN.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- To help carers prepare for assessments, carers' meetings, reviews, and panels or to prepare complaints about services received. To act as a mediator for carers when appropriate.
- To take part in the provision of training courses and information sessions for professionals and carers run by KCN.
- To keep up to date individual records, the Carers Database and Monitoring Returns.
- To contribute to the KCN Newsletter, and to publicity for displays and local Carers Week activities.
- To undertake any other duties as may be requested from time to time for the smooth running of the organisation.

## **KINGSTON CARERS' NETWORK**

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### **PERSON SPECIFICATION – Carers Support Worker**

#### **Essential**

- Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower carers, whilst maintaining structure and control of meetings.
- Good numeracy and literacy skills.
- Commitment to work within the aims, principles and policies of the organisation.
- Ability to give and receive feedback objectively, sensitively and constructively.
- Ability to monitor and maintain required standards.
- Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production- this post is self-servicing.
- Commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
- Ability to research, analyse and interpret complex information.
- Ability and willingness to work flexible hours.
- An understanding of the role of carers and some of the issues that may affect them.
- Ability to communicate effectively both orally and in writing at all levels.
- Good time management skills and an ability to prioritise workload.
- Commitment to maintaining relationships based on trust and confidentiality.
- Understanding of equal opportunities and diversity.

#### **Desirable**

- Experience of supporting carers on a range of issues, including carers' rights, community care and respite care.
- Experience of benefits advice work, across the full range of welfare benefits.
- A knowledge of welfare benefits
- Ability to manage varied and complex caseload and to monitor outcomes
- Experience of support and advocacy work with carers
- Experience of achieving targets and using monitoring systems
- Use of car.
- Knowledge of legislation relating to carers.
- Experience of working with carers and/or carers' groups.
- Ability to design and produce appropriate information and publicity materials.

## **Post of Carers Support Worker**

### **CONDITIONS OF SERVICE**

The basic terms and conditions of service are set out below. A full description of all terms and conditions will be issued as part of the employment contract.

Salary: Scale 29 (NJC) £27,251 including London weighting pro rata 18 hours  
£8,999

Hours: 12 hours per week. Staff are expected to work flexible hours with occasional weekend / evening work.

Holiday  
Entitlement: 25 days per year + public holidays

Travel  
Expenses: Kingston Carers' Network reimburses travel expenses on public transport incurred in the performance of official duties, or offers a mileage allowance for staff members using their own cars.

Contract: This post is initially funded for 12 months.

Please note that this role is subject to an enhanced DBS check.