Telford and Wrekin
CVS
Involving, Inspiring, Supporting

Registered Office:
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Hazledine House
Central Square
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TF3 4JL

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www.telfordandwrekincvs.org.uk

FAMILY CARERS RESILIENCE WORKER (Youth) - 21 hrs per week - permanent (Job Share Considered)

About Telford & Wrekin CVS

Telford and Wrekin CVS aims to bring together organisations which are important in the life of the community so that they can work together effectively for the good of the area by:

- improving co-operation;
- expressing social needs;
- sharing information;
- helping to direct resources to areas of greatest need;
- promoting direct services;
- encouraging self-help.

It consists of representatives of voluntary and community organisations concerned with family welfare, disability, health, community affairs and amenities, together with representatives of the local authority and other statutory services.

It provides:

- Relevant information and support to voluntary and community organisations working across Telford.
- A variety of training to suit the needs of the voluntary and community sector.
- A recruitment and placement service for volunteers which also aims to develop good practice in volunteering, accredited by NCVO.
- Information and support to Parents/Carers of Children with Special Educational Needs.
- Information and support to Adult Carers and Young Carers.
- Information, advice and support to people aged over 16 living with Autism.
- A Community Café

The CVS is affiliated to the National Association for Voluntary and Community Action (NAVCA), the National Council for Voluntary Organisations (NCVO).

Telford and Wrekin CVS is a registered charity delivering contracts on behalf of the local public authorities and various funding bodies.

Registered Charity Number: 702589
A Company Limited by Guarantee Number: 2436644
VAT Reg No: 248 0406 19

The Queen's Award for Voluntary Service
The MBE for volunteer groups

About the Carers Service (Carers Centre)

The carer's service supports carers from the age of 5 years. The all age Carers Service fundamentally provides advice, information and support to family carers in Telford and Wrekin. We help to identify and register family carers of all ages.

Our Carer Centre Team provides direct support to the whole family, using a person centred and 'Think Family' approach and so assist the family carer to receive a seamless joined up (integrated) range of services/solutions at various points along the Carers Journey.

Our Carers Centre Team work together with the family carer to listen and provide an initial 'Wellbeing Checkpoint' which identifies areas of the carers life to provide stability and avoid deterioration of the family unit. A 'strength-based asset approach' is used to establish support already available to the carer through their own networks as much as possible. There are more complex cases which also require the Family Carer Resilience Worker to facilitate a person-centred approach with the carer at the heart of the provision of robust 'wraparound' connections to include a range of appropriate professional services to maintain family carers and those they are caring for in the community.

We provide a tailored approach to a 'all age' range of individual and group support and advice, which has developed community outreach work to include: one-to-one intensive support, family support including a multiagency approach support groups and respite activities in order for family carers to overcome challenges and often emotional stresses and continue to provide care & support for those they care for as well as their own independent life.

Further information on our service can be found at www.telfordcarers.org.uk and www.telfordyoungcarers.org.uk

About the Job

Post Title: Family Carers Resilience Worker

Responsible To: All Ages Carers Centre Manager

Job Purpose:

- **Whole Family Approach** - This post has been developed to enable flexible working across a range of family scenarios which may include working with adults and / or parents and younger carers. The purpose is to ensure that the family carer is assisted and is effective for the family in minimising the number of professionals involved and avoids unnecessary duplication. This approach is considered as an 'Integrated Carers Journey' (Carers Voice-NHS England). Nevertheless, if a point of conflict or it is deemed inappropriate for one Family Carer Worker to be involved another member of the Carers Centre Team may assist.
- **Reaching Carers** - Ensuring the All-Age Family Carers Service reaches a diverse range of family carers to include those that may not recognise themselves as a 'carer' and encourages the provision of information, advice and guidance through registration of eligible carers under the Carers Act 2014 & Children & Families Act 2014 into to the Carers Centre service
- **Accessible**- The service is welcoming and accessible to vulnerable adults and people who have a disability, learning difficulty, find it difficult to read or write, and those whose first language is not English.

- **Carers Voice & Involvement** - Positively gaining feedback from family carers, inclusion of carers in the development of services and promoting the All Age Family Carers Service that will be available for families
- **Case work: All Age Support** - To assist in providing emotional and practical support (including on-line activities) to all age family carers from the age of 5 upwards:
  - To support adult carers who are caring for someone over the age of 17 years.
  - To support carers in 'transition' (age 16-24), and their families who have complex needs to ensure positive outcomes through persistent and timely interventions
  - An ability to tackle the causes of each family member's difficulties, working with other agencies where required to aim to reduce caring roles of children and young people, assisting family members to access services and treatment and helping them re-engage with appropriate support services.

Main Duties and Responsibilities:

1. Flexible Outreach and Community Working

The post holder will be required to ensure that:

- **Development of Community Hubs** – The Carer support worker will be required to both attend established hubs for outreach working and be involved in the development of their own on-line community hubs in conjunction with the Team and Carers Service Manager.
- **Youth Club & Holiday Activities** -The post holder will be required to:
  - Oversee the organisation of the Youth Club, activities and day trips out.
  - Jointly work with other members of the Team and young carers to assess social activities required
  - Oversee the allocation of those activities that are required methods of providing support will be appropriate to the carer
  - Work with the Service Manager and Finance Officer to ensure that financial budgets are monitored effectively to assess income and expenditure.
  - Provide case work for all age support when capacity permits.

2. Carers Resilience & Family Casework (mainly youth)

The post holder will be required to ensure that:

- **Carer Resilience**
  - **To Provide Information, Advice and Support -** Provide on-going information, advice to gain the 'Right Help, At the Right Time' for Carers including Assistive Technology.
  - Includes the worker being able to provide a person-centred approach, putting the family carer at the heart of the solutions yet is a flexible role which assists in 'joining up'/facilitating to also consider, the carers family and other professionals involved to provide an effective whole family approach and outcomes for a range of individuals involved.

- **Family Casework** may be more required from this role to include more intensive **'Carer Resilience Sessions'** where cases are more complex where carers are in a vulnerable, complex or acute situation on the verge of 'breakdown' of the carer and risk of the cared for entering statutory services.
    - **To Provide Statutory and Carer Assessments** – the post holder will be required to ensure that an appropriate support is provided to Parents and Young Carers are carried out and include the carers/families own action plans to include e.g. assistive tech, health, wellbeing, finance, housing, work, skills & training.
    - **To Provide Key Outcomes-**The solutions provided by the worker need to be outcome based with reference to the Outcomes. These Outcomes tools are to be used to evidence and measure the various aspects of a family carers life at the point of assessment and regular review points to maintain/stabilise their own independence as well as those they are caring for and avoid family breakdown.

Additional aspects to take into account for both areas of work:

- **School Sessions** - To continue our long-established connections with primary and secondary school settings to include one - one drop-in sessions and general awareness provision identifying and supporting young carers
- **Reporting, Monitoring & Evaluation –**
    - To produce reports of work undertaken as and when required to include regular Quarterly reports will be required for contract monitoring, professional meetings, child protection conferences, all age carers assessments, outcomes monitoring including feedback from carers and outcomes star in conjunction with relevant posts e.g. Information Solutions Officer & Carers Journey.
    - Keep accurate records of work with carers including provision of information required to up-date the Carers Service databases and Outcomes database.
    - Contributing information for the Carers' newsletters & website.
    - To attend necessary strategic meetings which ensure the aims of service delivery are met which may include representing the Carers Service Manager.
    - To carry out other duties from time to time as appropriate.

Telford and Wrekin CVS operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Experience of working in a small team in a busy office environment would, therefore, be an advantage.

Support, supervision and training, where necessary, will be provided.

Qualifications

Evidence of a solid general education is required together with GCSE A*-C / 9-4 or equivalent including English and Mathematics along with good keyboard skills and the ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding or knowledge of Access.

A relevant professional qualification NVQ Level 3 Health and Social Care, Youth Work experience. Have enrolled and intend / working towards Youth Work Practice Levels 2 / 3. Evidence of further education or training that would support your application.

Extracts from Conditions of Service

- The post is for 21 hours per week. Consideration will be given to a job share.
- Permanent Contract
- Salary Scale: CVS E01
- Salary: £11,792 per annum (FTE Salary: £20,215 per annum)
- Expenses of travel will be reimbursed.
- Holiday entitlement - 4 working weeks plus public bank holidays as agreed and will not be less than the statutory minimum entitlement.
- Superannuation – eligible employees will be auto-enrolled into the Pensions Trust pension scheme. The employee may elect to opt out of this.
- The postholder will be required to undertake an Enhanced Disclosure and Barring Service check.
- Where the post holder will work in contact with vulnerable adults, Telford and Wrekin CVS is entitled to ask exempted questions under the provisions of the Rehabilitation of Offenders Act 1974 Exemptions Order 1975 and will require an Enhanced Disclosure from the Disclosure and Barring Service before any appointment can be confirmed. Telford and Wrekin CVS complies completely with the DBS Code of Practice; a copy of the code is available on request. Any criminal record shown on a disclosure will not necessarily be a bar to employment, any matter revealed will be discussed with the applicant before any offer of employment is withdrawn. Our Recruitment of Ex-Offenders Policy is available on request. Information obtained from the DBS will not be used unfairly.
- The post holder will be required to complete a questionnaire to assess any health and safety workplace needs through the Local Authority's Occupational Health Service.
- Normal office hours are between 9.00 am - 5.00 pm: Monday to Thursday; 9.00 am – 4.30pm: Friday. "Out of Hours" work may be necessary. Time off in lieu can be arranged (overtime is not paid).
- The postholder will be based at 12 & 15 Hazledine House, Central Square, Telford Centre, Telford. TF3 4JL but will be required to work at any of our premises from time to time, as well as out in the community.

Further Information:

For an informal discussion, please contact Laura Thorogood, Carers Service Manager, by email Laura.Thorogood@tandwcvs.org.uk

For an application pack, please contact Karen Morrow, HR Officer, on (01952) 916036 or email Karen.Morrow@tandwcvs.org.uk

Closing Date: 5pm on 22 July 2022

Interview Date: 3 August 2022

PERSON SPECIFICATION		
FACTOR	**ESSENTIAL**	**DESIRABLE**
Education/Training	• Numerate. Good standard of literacy. Commitment to personal Development. • A relevant professional qualification NVQ Level 3 Health and Social Care • Youth work experience in relevant area. • Enrolment & working towards Youth Work Practice Level 2/3.	
Experience	• Demonstrate proven experience of working directly with carers and their families. • Developing/delivering support plans/assessments and contributing to the monitoring and reviewing of plans of all ages • Experience of working within a team in a demanding environment.	• Including proven experience of working with children aged 5-18 years • Multiagency working to include TAC and Child Protection Plans • Working with families that have been difficult to engage
Skills, Abilities and Knowledge	• Excellent communication skills (verbal and written) and the ability to influence a variety of audiences. • Good negotiating and advocacy skills and the drive and commitment to achieve positive outcomes for service users and LA colleagues. • Ability to work on own initiative, work well under pressure, prioritise work and manage time effectively either as part of a team or when lone working. • A good listener with the skills and qualities to engage, motivate and empower carers and their families/service users (including those who may be reluctant to engage) encouraging them to work positively with local services. • Ability to make effective assessment of need. • Working knowledge of Protection of Vulnerable Adults.	

	• Understanding of the importance of confidentiality and the need to treat sensitive information in line with the Data Protection Act. • Knowledge and experience of delivering group work sessions. • The commitment and ability to develop positive relationships with service users, colleagues and external organisations. • Understanding of the varied needs of carers and their families. • Experience of facilitating meetings and organising events. • Friendly, approachable, caring, empathic, flexible, innovative, resourceful, reliable, responsible, methodical, non-judgmental, organised, assertive, tactful and decisive. • Ability to work effectively as part of a team within a framework of policies and procedures. • Good IT skills.	
Equal Opportunities	• Able to demonstrate integration of equality and diversity into practice and service delivery. • Understanding of rights and issues in relation to carers and families.	
Personal Attributes	• A creative and proactive approach to all areas of work with a 'can do' attitude • Strong team working focus with a flexible and adaptable approach to meet the demands across the whole organisation • A strong ethos on passion and commitment- you will commit time, energy and will take personal responsibility for getting things done.	
Other Requirements	• Willingness to work flexible hours, evenings and weekends. • Willingness to attend training and meetings.	