



JOB DESCRIPTION

Job title:	Young Carers Support Worker
Team:	Young Carer and Young Adult Carers Team
Salary:	£21,000 to £22,250
Hours:	37 hours per week
Duration:	Permanent
Location:	Milton Keynes
Responsible To:	Young Carers Senior Support Worker

Job Aim

The Young Carers Support Worker's main task is to assess carer's needs and identify what level of support they require from our services or other appropriate services in the Milton Keynes Area.

The Support Worker, with the Young Carers staff team and volunteers, will deliver a local service of one to one support including school drop-in services, targeted group work courses and clubs and holiday activities. They will also refer and signpost to other appropriate support services.

Support workers will identify and assist previously unidentified carers through a variety of mediums including schools, community provision, social services, GP surgeries and other youth services and provision.

Main duties

- To receive referrals and undertake young carer assessments. Allocate young people to the level of support they require to support their caring needs
- Assist in the planning and delivery of regular clubs and activities which provide young carers with the opportunity to have time away from their caring role and enjoy social educational activities including targeted support groups
- Provide planned and time limited one to one support for carers at school/college drop-in services, at Family centres and with other family members or places if appropriate
- Provide support to schools in a geographical area to run young carers groups and provide targeted support sessions at the schools if requested

- To use assessment and planning tools to develop more in depth support for those carers assessed as having higher support needs
- To work in close partnership with the Young Adult Carer Support Worker and the Adult Carers team to ensure a joined up whole family approach is undertaken when appropriate
- When appropriate refer carers to other services which would be of benefit to them such as uniformed youth groups, sports and social clubs and activities in their local community
- To develop a network of contacts with other organisations to further the support of carers and raise the awareness of carer issues
- To seek opportunities to identify 'hidden' carers and to publicise services available to them
- To ensure that carers records are up to date and accurate
- To undertake day-to-day administrative tasks and attend staff/team meetings
- To participate and representing Carers Milton Keynes in joint activities e.g. AGM, Young Carers Day, open days, other promotional events and conferences
- To gain qualifications relevant to YC support work as specified by your manager
- To undertake relevant training and be pro-active in assessing own training needs;
- To keep accurate records on all aspects of the work for monitoring and evaluation purposes
- To maintain productive and professional relationships with all other Carers Milton Keynes staff at all times
- To work cooperatively with the fundraising and communications team
- Any other duties as reasonable required by Carers Milton Keynes

Key Skills and abilities

- Experience of working with children and young people
- Excellent listening and communication skills
- To be well organised and passionate about supporting young carers
- To be able to interact with both children, young adults and their families
- To be able provide accurate and timely advice and information to parents of young carers via the telephone, e-mails and in carers homes.

- To be able to use assessment tools to identify the level of support that carers need following training.
- The ability to develop and maintain a high level of knowledge and understanding of carers needs/issues and the services and benefits available to them.
- The ability to develop a network of contacts with schools and other organisations in your area to further the support young carers to raise the awareness of young carer issues.
- The ability to keep carers records up to date and accurate.
- The ability to use standard office IT packages.
- The ability to gain qualifications relevant to young carers support work.
- The ability to maintain productive and professional relationships with other Carers Milton Keynes staff at all times.
- The ability to work cooperatively with the fundraising team
- The ability to work cooperatively with Carers Milton Keynes communications functions
- The ability to facilitate young carer training programmes

Person specification

Qualifications and Experience

- At least two years' experience of working with children and young people (E)
- Experience of working with young carers (D)
- A full driving licence and access to own transport (E)
- Experience of working with health and social care professionals (D)

Knowledge and Understanding

- A clear understanding of the issues affecting young carers and their support needs (E)
- Understanding of the needs of young carers and of the issues around access / barriers to services (D)
- Demonstration of a commitment to equality and diversity (E)
- Ability to understand Children and Young People's Safeguarding policies (D)

- A good level of knowledge and understanding about developments Children and Young People's services in Milton Keynes (D)

Competencies

- Good verbal, listening and written communication skills (E)
- Experience of record keeping and monitoring systems (E)
- Ability to manage own workload and have time management skills (E)
- Good general level of office IT skills (E)
- Ability to gain qualifications relevant to young carers support

Personal Attributes

- Highly self-motivated with ability to use own initiative (E)
- A willingness to actively participate in training and development opportunities (E)
- Ability to work flexible hours, evening/weekend work (E)
- Ability to promote the needs of young carers and the work of Carers Milton Keynes (E)
- A positive can do attitude (E)
- Commitment to the values and ethos of Carers Milton Keynes (E)
- A commitment to team working (E)

E = Essential

D = Desirable