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| JOB DESCRIPTION |
| TITLE: | Carers Support Coordinator - [Information, Advice & Assessment] |
| WORKING HOURS: | 37.5 hours per week. Some evening and weekend work will be required from which Time of in Lieu will be given |
| CONTRACT:  | This post is funded for 16 months [until 30th September 2020] |
| SALARY: | £21,450 per annum |
| RESPONSIBLE TO: | Chief Executive Officer |
| ROLE SUMMARY: | * The Adult Carers Support Co-ordinator has responsibility for all operational elements of the Carers Hub referral, support service and data administration
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| AIMS OF THE ROLE: | * Have lead responsibility for all aspects of implementation, co-ordination and delivery management of the Carers Gateway support service
* To support and review the needs of Carers by responding to individual Carers requests for information, advice and support.
* To encourage Carers to actively engage with the Carers Hub and signpost or refer to Carers Gateway & other services where appropriate.
* To liaise and engage effectively with community and strategic partners
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| WORKBASE: | Office/Community |
| MAIN TASKS |
| 1. Respond to initial individual requests from Carers to the Carers Hub through direct contact with carers via telephone, website, face to face, email and other media.
2. Support carers to register with the Carers Hub, facilitate referrals process and assess carers to identify appropriate information & advice needs, practical support, health & wellbeing, respite & support needs, benefits & financial requirements, learning & training opportunities, peer support, emergency plans, end of life support.
3. Undertake a proportionate assessment of carers needs (via statutory online portal) and where appropriate assist with Carers Hub support planning to ensure carers needs are continuing to be met
4. Provide information, advice, signposting and support to carers accessing the Carers Hub, including form filing, benefits advice, carers rights advice, support planning
5. Provide appropriate referral and signposting to Carers Hub services and/or other agencies that offer services from which carers will benefit, supporting carers to access other services, community assets and support available to them, and encouraging them to apply for services that they may not already be accessing.
6. Accurately upload, record and maintain all carer contact entered the Carers Access database, recording all Carers confidential personal information, support requirements, services accessed, referral details and respite & emergency plans
7. Review and follow up all Carers registered with Southend Carers, to maintain data, check carer’s status and offer support, to ensure that carers are aware of and accessing appropriate Carers Hub and other carer related services and that needs are being met
8. Prepare up to data reports and statistical information on the work of the project including both qualitative and quantitative reports on a regular basis to assist Governance, Management and Funding requirements
9. Coordinate appropriate feedback mechanisms for Carers to engage with Southend Carers and it’s services
10. Represent Southend Carers at appropriate statutory and locality network meetings
11. Coordinate and facilitate Carers Professionals Practitioners meeting
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| SERVICE PROVISION |
| 1. To increase opportunities for carers to have time off from their caring role to reduce the risk of crisis and enable them to feel less isolated
2. Empower carers to articulate their own needs and encourage involvement in representing these needs in a variety of positive ways as appropriate e.g. involvement in the range of Carers Hub activities
3. Support the development of carer confidence, skills and knowledge and increase awareness of Adult Social Care processes and entitlement to rights
4. Provide 1:1 emotional support to carers with various needs liaising with the Adult Carers Support worker and Counselling Service Co-ordinator, working within the boundaries and limits of the post
5. Enable carers to have the information they need to make choices and decisions
6. Encourage positive partnerships between carers, their families, key stakeholders, and local partner groups and organisations to raise awareness of carers’ issues and promote better outcomes for local carers
7. Actively promote the concept of carers as ‘partners in care’ with particular reference to national and local mental health policies and practice
8. Ensure that carer choice and control shapes support intervention and service delivery and enable carers’ preferences to be fed back through monitoring and case recording
9. To ensure communication pathways exist with other professionals who are likely to come into contact with Carers e.g. GP’s, Health and Social Care staff to ensure they are aware of the project and the services it can provide in the designated areas
10. Develop good communication and working practice with other statutory and non-statutory organisations to facilitate a multi-disciplinary and collaborative approach to providing support for carers
11. To work with all statutory and voluntary agencies and liaise with all health and social care setting to promote the Carers Hub and its service, in support of the health and well-being of individual carers
12. To contribute to the overall & future development of the Carers Hub and Gateway
13. To undertake any other appropriate duties commensurate with this post
14. To undertake all training requirements to ensure up to date knowledge on benefits and safeguarding
15. To undertake internal, peer and self-training to ensure up to date knowledge on key carer specific legislation, opportunities for carers and local community services
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| PERSON SPECIFICATION |
| Experience of: * Working with carers, preferably in a voluntary sector setting
* You will have a proven work history of working with databases and in particular experience of Access.
* You must enjoy working with data, analysing information and problem solving.
* Effectively managing time-focused casework
* Researching and providing a range of accessible, relevant and quality information appropriate to the level of need
* Ability to think positively and creatively when presented with challenges that may be involved in liaising with other professionals

Knowledge: * Understanding of carers’ issues, their needs, challenges and experience of working with carers
* Knowledge of the roles of statutory and voluntary social care and health services, personalisation, carer choice and control

Skills * Excellent interpersonal verbal and written skills, and ability to relate to people, including at times of emotional need
* Excellent IT skills (Access, Word, Excel, email, Internet, Email, mobile phones )
* Good self-organisation, time-management and able to plan and prioritise own work
* Able to maintain records and produce letters and written reports
* Strong diplomacy and assertiveness skills

Personal Qualities: * Ability to work under own initiative and as part of a team with a degree of flexibility
* Passion for working on behalf of carers
* Ability to deal sensitively with complex issues and situations
* Manages own emotional response to work effectively
* Strong commitment to the core aims, vision and values of Southend Carers
* Ability to maintain strict confidentiality and work boundaries
* A ‘people person’, open to new ideas with a positive attitude to new ways of working
* Commitment to excellent customer service and quality
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| Health & Safety |
| As an Employee of Southend Carers you have a responsibility under the Health and Safety at Work Act to ensure health and safety of all carers, colleagues, volunteers and visitors in accordance with Health and Safety Policy including to:- * To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
* To comply with carry out all duties in accordance with the requirements of the Health and Safety at Work Act 1974, adopting safe working practices at all times, paying particular attention to the reporting of dangerous situations
* Take reasonable care of yourself and others at work to ensure that Health and Safety rules are not broken and report & take action to address operational Health and Safety risk
* This post is subject to an enhanced DBS disclosure and costs will be met by Southend Carers
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| Equality & Diversity |
| Southend Carers is committed to anti-discriminatory policies and practices. The post holder is required to make a positive contribution to promote equality of opportunity and diversity.To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times. |