



## Young Adult Carers Support Officer Young Carers Services in Coventry



## **JOB DESCRIPTION**

**Job Title:** Young Adult Carers Support Officer

**Salary:** £21 - £23,500

**Hours:** 37 per week

**Accountability:** Young Carer Team Leader

**Contract:** 18 Months

**Location:** Penny Collard Centre Coventry

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### **Main aims of the post**

- To work enable young adult carers to develop the skills and resources to enable them to access education and employment opportunities in addition to managing their caring role
- To Develop a network of peer support for young adult carers to enable them to achieve the project outcomes.
- Providing person centred practice which may include signposting and / or referring to other organisations, undertaking '1-2-1' support to achieve outcomes that support the carer to be able to access education, employment and training.
- To develop age appropriate social activities to reduce social isolation often encountered by young adult carers.

### **Duties to include**

#### **Partnership Working**

- To create valued partnership working between carers, education/training providers, employment agencies and other relevant organisations who can support young adult carers to have the life opportunities they often miss out on
- Work with internal and external staff to develop and implement new ways to support young adult carers are at risk of or are not in education, employment or training.

## **Carer Support**

- To identify and engage carers to access services available to them
- To provide information, advice and guidance, and support via telephone, email, online and face to face
- To inform carers of their rights and raise awareness of support opportunities.
- To facilitate and maintain working relations with organisations who can provide support.
- To provide person centred practice which may include signposting and / or referring to other organisations
- To attend groups and training sessions to support carers to reduce isolation and foster peer support.
- To, develop contingency plans and develop plans for carers to promote their emotional wellbeing.
- To provide appropriate accessible information.
- To assist carers in the identification of training needs that will develop resilience and support them within their caring role

## **External representation**

- To deliver presentations for Carers Trust Heart of England as agreed on local forums, steering groups and committees, using these to raise awareness of the needs of young adult carers.
- To work in partnership with organisations to ensure they have our up to date marketing materials and create strong referral pathways.
- To provide information, articles and case studies for marketing, quarterly reports, annual review, and social media.

## **Other**

- To be an active team member and ensure the Young Carers Team are kept up to date around newly developed and existing approaches to meet the aims and outcomes of the project.
- To contribute to events and set up groups for young adult carers to support on their caring journey and ensure they have access to peer support
- Producing and maintaining accurate online records and interventions using a database system
- Provide agreed outcomes to deadline and within agreed budgets.
- To work at all times, within the values and policies of Carers Trust Heart of England.
- To have a commitment to developing quality by the implementation of Carers Trust Heart of England quality evaluation tools along with any other standards set by Coventry City Council or governing body.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are always applied.

- To undertake any other duties that may be considered commensurate with the level of the post.

**In return we offer**

- Pension contribution
- 25 days holiday plus Bank Holidays
- Ongoing training
- A role that offers further career opportunities and qualifications
- Mobile phone, laptop provided, and fuel allowance paid

# Our Vision & Values



## Our Vision

**Carers Trust Heart of England's aim is to support carers and those they care for by providing high quality, individually tailored care support service that improves the lives of carers, the people they care for and their families supporting carers to live their life well.**

## Our Behaviours & Values

The Trustees and staff of Carers Trust Heart of England recently came together to collectively develop and agree a series of values and behaviour that each member of staff would adhere to.

These values and behaviours can be seen below:

Core Values	Behaviours
Carer focused	<ul style="list-style-type: none"><li>• We actively listen to carers and involve them in the development of our services</li><li>• We always keep carers informed and champion their views</li><li>• We ensure our services are developed to meet carers needs</li></ul>
One team	<ul style="list-style-type: none"><li>• We gladly share our time and skills for the benefit of the whole organisation</li><li>• We look after others and appreciate the support they give us</li><li>• We promote a positive / happy working environment</li></ul>
Flexible and adaptable to change	<ul style="list-style-type: none"><li>• We work flexibly to meet the demands of the service</li><li>• We constructively implement new ideas</li><li>• We embrace change and support others to look to the future</li></ul>
Motivated	<ul style="list-style-type: none"><li>• We value / recognise ourselves and others</li><li>• We empower ourselves and others to be innovative and embrace new ideas</li><li>• We listen to others and strive to turn negatives into positives</li></ul>
Quality driven	<ul style="list-style-type: none"><li>• We do everything to the best of our ability</li><li>• We embrace learning and development</li><li>• We continually strive towards delivering an excellent service</li></ul>

## PERSON SPECIFICATION

Essential	Desirable
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Knowledge of Health and Social Care, Education and Employment services and the voluntary sector in Coventry</li> <li>Knowledge of the challenges faced by young adult carers, and the challenges they face in accessing education, employment and training and manage their caring role.</li> <li>Knowledge of enabling access to career development and education</li> </ul>	<p>The Care Act 2014 and how it relates to Carers</p> <p>The Mental capacity Act 2005</p> <p>Youth work/Health and social care qualification BTEC or Above or relevant experience.</p>
<b>Experience</b> <ul style="list-style-type: none"> <li>Experience and skills around supporting young people not in education, employment or training.</li> <li>Experience of facilitating and setting up groups in community settings</li> <li>Experience of working with and mentoring professionals and people in a community settings</li> <li>Experience of working with young people up to the age of 25 years old.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of navigating support for young people with caring responsibilities</li> <li>Experience of working with carers and supporting to set up support plans.</li> </ul>
<b>Skills and abilities</b> <ul style="list-style-type: none"> <li>Ability to work collaboratively and quickly build personal credibility and foster good relationships with colleagues, carers and external partners</li> <li>Ability to develop professional and meaningful relationships with vulnerable young people and their families</li> <li>Ability to capture and record accurate information and produce written material, which is engaging, concise and clear</li> <li>Ability to mentor and train colleagues and professionals to deliver services to young adult carers not in education, employment or training.</li> <li>High level of personal effectiveness, well organised motivated to learn, willing to seek guidance, accept training required and take responsibility of own development.</li> <li>Ability to prioritise competing demands, meet deadlines, and to organise own workload.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to speak engagingly with other professionals and deliver interventions that result in positive appropriate outcomes for carers.</li> </ul>

<ul style="list-style-type: none"> <li>IT skills – including MS Word, MS PowerPoint and MS Excel, MS Teams and the internet and social media for campaigning purposes</li> </ul>	
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>This post has a remit to work in the community, education and employment settings in Coventry.</li> </ul>	<ul style="list-style-type: none"> <li>Access to a vehicle is desirable but not essential, for this post as travel is required across the city area.</li> </ul>

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