

NORTH STAFFS CARERS ASSOCIATION

(hereafter shown as NSCA)
Company Ltd by Guarantee registered in England.
Registered number 3313461. Registered Office,
Carers Centre, 1 Duke Street, Fenton, Stoke-on-Trent, ST4 3NR
Registered charity No. 1062548

JOB DESCRIPTION

- Job Title:** Young Carers' Support Worker
- Employed By:** North Staffs Carers Association
- Salary:** £24,338.60 per annum + pension (£12.65 per hour)
- Hours of Work:** 37 hours a week or job share

(service user led / flexible to meet the needs of the role, will include evening and weekend work)
- Holidays:** 5 weeks pro rata + statutory Bank Holidays
- Responsible to:** Deputy Chief Officer
- Base:** Trent House, Fenton
- Area Covered :** Stoke-on-Trent
- Contract Period:** Until March 2026

The aims of the Service:

The purpose of the All Age Carers Service is to provide support, information, advice and guidance to both Adult and Young Carers and their families.

The service will work closely with the Young Carers Assessment Team to provide timely age related support, advice and assistance to Young Carers helping them to get the best start in life to achieve their dreams and aspirations.

Duties:

- Work closely with the Young Carers Assessment Team to develop a seamless support service for Young Carers within Stoke-on-Trent
- Respond to and follow up Young Carer Referrals, completion of Young Carers Support Plans and regular reviews. Meetings may take place within the home or other suitable settings.
- Provide practical age related information and advice to Young Carers.
- Have a flexible approach in assessing the emotional and social needs of the Young Carer including what interventions can be put in place
- Offer one to one support to Young Carers, who live within Stoke-on-Trent.
- Signpost Young Carers to group support offered by our partner organisations.
- Work closely with our partner organisations to develop a series of Safe Social Opportunities for Young Carers allowing children to be children, have fun, form friendships and gain peer to peer support.
- Maintain telephone contact with Young Carers registered with North Staffs Carers.
- Encourage and develop Young Carers improve their confidence.
- Develop and facilitate training sessions to raise Carer Awareness for educational professionals and Young Carers
- Develop and facilitate workshops to improve resilience, develop coping strategies, self esteem, confidence and personal aspirations.
- Utilising volunteers to support the Project in areas such as Administration and group support.
- Refer Young Carers, to other agencies who can provide them with further services/information where appropriate.
- To ensure, as far as possible, the safety and well being of Young Carers when they are in the care of NSCA.
- Ensure that Young Carers are fully included in the development and monitoring of the service.
- Be an ambassador for NSC and the All Age Carers Service and market the service; including the distribution of marketing materials and engagement at local meetings and events.
- Build and develop strong working relationships with partner organisations, community services and practitioners.
- Maintaining records of enquiries and contacts with Carers, Service Providers and Community organisations.
- Responsibility for monitoring and evaluation of case load.
- Completing clear and accurate case notes, ensuring that these are completed and are input onto charity log in accordance with GDPR and in a timely manner.
- Ensure performance meets KPI's
- Complete quarterly/annual reports including statistics about the service
- Work as part of the staff team to enable efficient work practices by working within the policies and practices of North Staffs Carers.

- Maintaining standards of customer service in particular regarding the opening of offices, creating a welcoming and responsive environment for Carers.
- Keeping up to date with important legislation and related issues by attending the appropriate training and by essential ready e.g. Care Act.
- Improve your knowledge of local support services which may be able to help Carers within their caring role.
- Undertake mandatory training or additional training as required for the post.

General Responsibilities:

- Keeping up to date with general administration associated with the service.
- Attend meetings, present information related to the service.
- Participate in quality assurance and evaluation, including report writing, keeping statistics and attending meetings to report and monitor project progress.
- Carry out other duties as requested by the Senior Officer, and to support the team effort.
- Abide by all the policies and procedures of NSC.
- Other duties coincidental to the position and reasonably asked of you in line with climate, contract and Association progression.

The jobholder must also have a commitment to the Association's ideals, confidentiality and equal opportunity policies.

This job description may be reviewed from time to time to consider the changing circumstances of the Association and the development of the project, following discussion with the post holder.

This vacancy is subject to an Enhanced Disclosure - DBS.

Closing date for receipt of completed application forms 3rd January 2025

Interviews to be held week commencing 6th January 2025

To save on administrative costs, we shall not be notifying unsuccessful candidates, for those who have not heard by Wednesday 8th January 2025 we thank you for your interest and regret that your application has been unsuccessful.