

Job Description/Person Specification

- Post:** Adult Carers Practitioner
- Hours:** 1x 37hrs Full Time Post Permanent
1x 22.5hrs per week pro rata – Fixed Term until 30th September 2024
- Salary:** £ 23,418.00 - £23,975.00 pro rata

Job

Are you looking for a career with a leading charity organisation in Solihull? If you're a passionate individual who wants to help make a real difference to the lives of our unpaid adult carers in Solihull, then we want to hear from you. If you're a skilled, experienced and/or qualified person with the passion and drive to recognise and support families in our community then you'll fit in perfectly with us.

Working as part of a dynamic and dedicated team you will support adult carers aged 25+ to maximise their personal, social, health and educational experiences through assessment and support and reach their potential.

You will support, inform and upskill adult carers to maintain a healthy life balance through their caring role and to help increase their knowledge and understanding. You will complete person centred Carers Assessments, Reviews and Support plans for carers who are caring for someone over the age of 18 years. You will help to promote media resources that enable self-help support, including digital inclusion enabling them to take control of their own lives. Assist Carers Trust Solihull to enable support to carers, professionals and other CTS staff with ongoing training, awareness, gaining skill and understanding by Leading in areas of specialist work.

To ensure carers are involved in all aspects of service planning and shaping of services that affect them.

Functions specific to this role

- 1.1 To ensure a coordinated approach for carers to access appropriate support by offering information, signposting, advice and referral to organisations as part of a multi-agency partnership with the Solihull Community Hub.
- 1.2 Support carers to access and/or remain in education, training and employment
- 1.3 Support carers to overcome barriers and exercise their rights to achieve their desired goals
- 1.4 Undertake comprehensive carers assessments, support plans and reviews with carers in a timely manner

- 1.5 To access and upload all carers assessments onto the Local Authorities database systems
- 1.6 Partake in a Lead condition category to deliver training for Carers to increase their confidence, knowledge and skills to continue caring with confidence
- 1.7 To take a Lead role in building good partnership working in their specialised conditions category.
- 1.8 To act as a specialist in their conditions category and deliver awareness and on-going training support to CTS staff, professionals and key workers, to the wider community.
- 1.9 Contribute in the development of resources and toolkits that enable carers to maintain healthy life style balance.
- 1.10 Promote CTS by giving talks and presentations to professionals and other organisations within their specialised category.
- 1.11 Any other duties as agreed by the Chief Officer.

Be an active participant of the adult carers team to collectively:

- 1.12 Contribute to raising awareness of adult carer and their needs amongst relevant health, social care, educational and voluntary sector professionals
- 1.13 Attend appropriate internal and external meetings with other agencies on behalf of CTS
- 1.14 Maintain accurate records of contacts via various data collection
- 1.15 Adopt behavioural change model in your practice with carers.
- 1.16 Seek out unidentified carers by using a wide variety of mechanisms and our range of networks
- 1.17 Use impact measurement tools and collect monitoring data to enable quantitative and qualitative evaluation of our service
- 1.18 Contribute to CTS newsletters, electronic information and publicity material
- 1.19 Identify and respond appropriately to Safeguarding issues
- 1.20 Contribute to reception cover for the whole service and team specific duty
- 1.21 Encourage the community to engage in our Carers Friendly Communities agenda and activities associated with this
- 1.22 Participate with routine reporting and budgeting requirements

Functions applicable to all staff

- 2.1 Contribute to the development and achievement of Solihull Carers Centre (SCC) strategic objectives
- 2.2 Provide a quality service
- 2.3 Promote the good image of SCC by being an excellent ambassador of Solihull Carers Centre when meeting with carers, members of the public or representatives from other organisations
- 2.4 Contribute to fundraising via actual events, identifying opportunities etc.
- 2.5 Use SCC income wisely and within your authority
- 2.6 Participate in appropriate training
- 2.7 Support volunteers in tasks linked to your work
- 2.8 Adhere to SCC policies and procedures
- 2.9 Undertake other tasks as required

Work conditions applicable to this post

- 3.1 Office and various venues, including Hubs and travel around the Borough on a regular basis.

- 3.2 Will need to be flexible as evening and weekend work will be sometimes required.

Accountability

- 4.1 Reporting to Adult Team Leader
4.2 Key performance indicators according to SLA.

Relationships

5.1 Internally

- Adult Team Manager
- Other members of the adult team including volunteers
- Chief Officer
- Trustees with specific reference for adult services, monitoring and evaluation and quality

5.2 Externally:

- Carers and families
- Professionals in other agencies providing services to carers

6. Person Specification Specific to this role:

Essential

- 6.1 Experience of working in a caring and advice giving role and/or relevant academic qualifications
6.2 Experience of carrying out comprehensive assessments, review and support plans
6.3 Experience of collecting and using monitoring and evaluation statistics
6.4 Ability to write comprehensive reports and case recordings
6.5 Problem solving ability
6.6 Good knowledge of services in Solihull
6.7 Excellent interpersonal, oral and written skills
6.8 Proven ability to work effectively in partnership with other organisations
6.9 Ability to work as a member of a team but also on own initiative
6.10 Ability to respond appropriately to Safeguarding Issues
6.11 Skills to carry out this role professionally and confidently
6.12 Excellent IT skills, including databases
6.13 Ability to work within legislative frameworks and statutory processes and guidelines
6.14 Provide a person-centred service
6.15 Excellent time management and organisational skills
6.16 Excellent presentation skills
6.17 Understanding of how voluntary and statutory agencies operate
6.18 Flexible and able to multi-task
6.18 Car owner with valid driving licence

Desirable

- 6.19 Relevant Qualifications
6.20 Knowledge of the demands of caring and the wide range of issues it can raise
6.21 Knowledge of relevant local services

Applicable to all staff:

- 7.1 Positive attitude
- 7.4 Non-judgemental and respectful of others
- 7.5 Commitment to equality and diversity
- 7.6 Respectful of confidentiality
- 7.7 Excellent team player
- 7.8 Approachable and able to be sensitive
- 7.9 Emotionally resilient
- 7.10 Empathetic with an understanding of caring
- 7.11 Able to work on own initiative within the boundaries of the role