

Job description: Carers Caseworker

Location: Hybrid working system. Predominantly home-based but regular (weekly) work from our offices at the Beethoven Centre in North Westminster

Salary: £24,000 per annum plus pension contribution

Hours: 37.5 hours per week 9am to 5.30pm with 30 minutes for lunch, to include some unsocial hours

Holiday: 25 days plus bank holidays

About Carers Network

Carers Network is a thriving, local independent charity with secure finances. We are a partner member of Carers Trust.

Carers Network vision is that every unpaid carer is recognised and leads a health, fulfilling life with control over their caring role. For nearly 30 years Carers Network has been working with carers to provide information, advice, support, social events, training course and other services to ensure that carers are well informed, supported and healthy.

We currently work with more over 5,300 carers in the City of Westminster, the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington and Chelsea.

Carers Network has an experienced, talented, and diverse staff team. Members of our team speak Spanish, French, Portuguese and Polish, and we have colleagues with Black British, Black Caribbean, Black African and Indian heritage. Our ages range from 24 to 65 years. We are a London Living Wage employer.

About this role

We are seeking an excellent candidate for the role of Carers Caseworker within our growing, friendly and dynamic team.

The post holder will be responsible for carrying out carer assessments, providing unpaid adult carers with individual support plans tailored to their needs, as well as developing relationships with partner organisations to raise awareness of carers' rights and needs.

The successful candidate will be empathetic and committed to supporting carers, with excellent organizational, administrative and ICT skills. This is a busy and demanding role which requires attention to detail and persistence. You must enjoy and be confident in working with technology as caseworkers have to use the local authority's IT system for carers assessments: full training is provided but you will need to be comfortable working with both a Carers Network laptop and one supplied by the council.

Aims of the post

To support carers by providing expert assessment, advice, support planning, and casework.

Main Responsibilities

Supporting Carers

- Carry out detailed carers assessment and support plans that address carers' needs, in line with the Care Act 2014, plus associated follow-ups and annual reviews.
- Assess carers' eligibility for financial support, e.g. Carers Personal Budgets, and make associated applications.
- Identify, and make referrals to, appropriate support services for carers. Proactively follow up referrals to ensure they are actioned.
- Support and empower carers to manage their caring role.
- Carry out casework with carers, including liaising with other agencies such as Local Authorities, NHS bodies and other voluntary organisations.
- Provide emotional support to carers at times of crisis.
- Make home visits as appropriate.

Identification and Recognition of Carers

- Carry out regular, targeted outreach to statutory, community and commercial organisations to raise awareness of carers and Carers Network, and to increase identification of carers.
- Develop excellent working relationships with other agencies, especially within Local Authorities and primary care, to ensure carers needs are understood and addressed.
- Contribute to Carers Network's organisational policies and strategies, ensuring that they reflect the needs of carers.

Carer Involvement

- Support and develop the involvement of carers in relevant forums.
- Facilitate the involvement and consultation of carers via various consultation methods, events and newsletter.

Support Groups

- Facilitate monthly generic carer support groups, some of which will be in the evening.
- Facilitate, or attend and support, specialist support groups for carers of people with mental health conditions, dementia and learning/physical disabilities with our partner organisations.

Administration and Report-Writing

- Manage a demanding level of administrative work to a high standard, including maintaining files on individual work with carers on our online database. Ensure information is recorded accurately, thoroughly, clearly and safely, in a timely manner.
- In addition to Carers Network's database, use the Local Authority's computerised system, Mosaic, to record Carers Assessments.
- Contribute to reports for management and for funding and monitoring bodies.

Teamwork

- Work collaboratively with other team members, managers, and partners. Contribute ideas for the growth and improvement of the service.
- Support Carers Network and external events as required.
- Work flexibly and proactively as part of a small team, and the wider organisation, to ensure Carers Network's aims and objectives are met.

Organisational and Professional Development

- Lead, as required, on a specific area of work, relevant to carers: collect information on, and liaise with, relevant local services, act as a point of knowledge for the wider team.
- Attend and actively participate in regular supervision, annual appraisals and team meetings.
- Undertake relevant training and staff development activities.
- Actively implement current policies and procedures and contribute to their development to promote the efficient and effective running of the organisation.

Additional Tasks

To undertake other specified duties which may from time to time be required.

Carers Case Worker

Person Specification

Experience		
Experience of working with a diverse range of clients with differing levels of needs.	Desirable	CV/Personal Statement and interview
Experience of managing own caseload including maintaining detailed case notes on a database.	Desirable	CV/Personal Statement and interview
Experience of running support groups for diverse groups of clients	Desirable	CV/Personal Statement and interview
Experience of building external partnership relationships through outreach, networking and influencing.	Desirable	CV/Personal Statement and interview
Skills and Abilities		
Ability to balance a range of tasks with competing demands.	Essential	CV/Personal Statement and interview
Ability to collaborate with others and contribute great teamwork	Essential	CV/Personal Statement and interview
Excellent IT skills, including use of Microsoft programmes and working with databases to run reports.	Essential	CV/Personal Statement and interview
Ability to manage a high level of written and administrative work, including report-writing for a range of audiences.	Essential	CV/Personal Statement and interview
Presentation skills	Desirable	CV/Personal Statement and interview
Knowledge		

Knowledge of issues affecting unpaid carers.	Desirable	CV/Personal Statement and interview
Knowledge of relevant legislation, including the Care Act 2014.	Desirable	CV/Personal Statement and interview
Personal Qualities		
Passionate about providing high quality services to carers.	Essential	CV/Personal Statement and interview
Proactive working style, attention to detail.	Essential	CV/Personal Statement and interview
Commitment to equality and confidentiality.	Essential	CV/Personal Statement and interview
Commitment to our charity's values.	Essential	CV/Personal Statement and interview
Ability to work on own initiative, identifying issues needing attention early.	Essential	CV/Personal Statement and interview