

### **Job description**

Carers Network is a charity that supports over 5000 unpaid carers in three central London boroughs. We are seeking an excellent candidate for the role of Carers Case Worker to join our dynamic and dedicated team.

Three out of five people become an unpaid carer at some point in their lives, looking after a family member or friend who couldn't manage without them because of an illness, disability, mental health problem or an addiction. Most do so without help or recognition.

The successful candidate will support carers by providing a confidential listening ear and one-to-one information and advice, including carrying out carers assessments and creating individual support plans, tailored to each carer's needs. They will also develop excellent working relationships with partner organisations, to raise awareness of carers' rights and needs. You need to be empathetic but also be very organized, great at administration and have excellent IT skills. We are keen to attract former carers to join our team.

Our team is currently all working remotely but can also offer the opportunity to work from our COVID secure offices in a modern building near Queen's Park tube station.

**To apply** please read the person specification and job description below and write a cover letter detailing how you meet the requirements of each point. Please note CV's without cover letters will not be read.

### **Job Description**

- 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.

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- Develop excellent working relationships with other agencies, especially within Local Authorities and primary care, to ensure carers needs are understood and addressed.

### **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.

### **Person Specification (in your cover letter write a sentence for each about your experience)**

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- Experience of working with a diverse range of clients with differing levels of needs.
- Experience of managing own caseload including maintaining detailed case notes on a database.
- Experience of running support groups for diverse groups of clients
- Experience of building external partnership relationships through outreach, networking and influencing.
- Excellent IT skills, including use of Microsoft programmes and working with databases to run reports.
- Ability to manage a high level of written and administrative work, including report-writing for a range of audiences
- Knowledge of issues affecting unpaid carers.
- Passionate about providing high quality services to carers.
- Commitment to equality and confidentiality.
- Ability to work on own initiative, identifying issues needing attention early.

Reference ID: CWAUG2022

Application deadline: 05/09/2022

Job Types: Full-time, Permanent

Salary: From £24,000.00 per year