

## Young Carers Support Officer JOB DESCRIPTION

Location:	Brent Carers Centre
Responsible to:	The post holder is employed by Brent Carers Centre's Board of Trustees, and Chief Executive Officer. The post holder is line-managed by the Carers Service Manager.
Hours:	35 or 28 hours per week. Some planned, occasional but regular out of office hours working will be required for which time of in lieu (TOIL) will be given.
Salary:	£24,000 pro rata
Location:	Place of Work will be Brent Carers Centre. Your role will involve some travel and work at different sites within the London Borough of Brent and surrounding areas (e.g. schools, community venues, home of young carers etc.) for effective delivery of our work.
Pension:	We offer a company pension scheme and will contribute 3% of the salary to your company pension if the employee makes a minimum contribution of 5%.

### PURPOSE

- To build the knowledge and capacity of organisations, agencies and communities in Brent to identify and support Young Carers and their families.
- To assess and review the needs of Young Carers who are involved with caring for a member of their family.
- To support the delivery of young carers support and activities to address their social and personal needs.

### RESPONSIBILITIES

- To be trained so that you can provide a Welfare benefits advice and casework service which conforms to the Advice Quality Standard.
- Advise, assist, and support clients who could benefit from welfare benefit advice in accordance with agreed procedures, policies and good practice
- Provide support and advice with form completion and/or challenging decisions (mandatory reconsideration)
- Advise and assist with applications to increase income from other sources, including charitable trusts, local authority discretionary housing payment schemes, and utility companies
- Agree client needs and identify desired outcomes/actions

- General level advocacy and negotiation on behalf of client to other agencies/authorities
- To provide carers with accurate information, advice, and support on a range of social welfare legislation and practice, community care and the local services and health support available in Brent, face to face, over the telephone, by email, in writing and by other media as appropriate.
- Support the implementation of activities within the Young Carers Service ensuring each session is fully compliant and meets the needs of the client group accordingly
- Process referrals of children to the Young Carers Service effectively and promptly.
- Undertake the assessment; reassessment, and care plan procedures for all children attending the BYCS.
- Attend Children/Family reviews and case conferences as required.
- Contribute to the development of systems and practices to enhance service delivery and planning.
- Identify and initiate contact with Young Carers in the Borough of Brent and maintain a database which includes information on their individual circumstances and needs including those relating to cultural and ethnic factors.
- Work in partnership with Young Carers, their parents and other professionals to identify areas of unmet need and possible ways to address these.
- Maintain statistics and records relevant to the aims of the Young Carers Service and the evaluation of its work utilising these for the benefit of increasing awareness of Young Carers' issues at local and/or national level.

#### **EARLY HELP ASSESSMENTS**

- You will undertake Early Help Assessment visits with young carers and their families in order to identify their needs and develop a support plan.
- You will work directly with young carers aged 5 and upwards to achieve positive outcomes, identifying and preventing inappropriate caring responsibilities via the assessment and assessment reviews.
- Liaise with Children services and other local services to ensure young carers access to a range of emotional and practical support appropriate to their needs.

#### **YOUNG CARERS SUPPORT**

- Support the delivery of events geared to enabling Young Carers to enjoy peer interaction and age-appropriate activities, and to encourage their involvement and the support of their families in these events.
- Respond to individual requests from Young Carers and/or their families for advice and support, as appropriate.
- Adhere to local and statutory requirements, and to best practice guidance, in relation to protection of children and young people at risk.

#### **OUTREACH & PROMOTION**

- Make contact with organisations in the borough who are of relevance or potential relevance to Young Carers - e.g. social care agencies, schools, youth clubs, voluntary agencies etc., with a view of undertaking outreach and working in partnership.

- Deliver outreach sessions to raise awareness with professionals on how to identify and recognise young carers and make referrals to the Brent Young Carers Service.
- Be aware of all other local services which may be relevant to Young Carers in the area and build effective relationships with them to make and receive referrals.
- Promote the participation of Young Carers in community consultation. Contribute to the updating of our website and the use of social networking systems such as Facebook and twitter, to support current and new initiatives.
- Attend appropriate events to enhance the delivery and development of the service

## **DEVELOPMENT**

- Contribute to the development of activities for the Young Carer Service as resources allow.
- Identify and be aware of the particular needs of the most vulnerable families/parent carers; increase awareness of their wider needs with the Young Carers Service Manager, Deputy CO and other appropriate Brent Carer Centre staff.
- Participate in the strategic development of the organisation as appropriate
- Identify and be aware of the particular needs of young carers and utilize that knowledge to increase awareness of young carers needs
- Contribute to the planning, promotion and development of the young carer's services within the organisation.

## **GENERAL**

- To maintain accurate and confidential client records
- Ensure the effective implementation throughout the service of all policy and procedures
- Undertake service and quality monitoring and evaluate
- Represent and promote the aims and objectives of Brent Young Carers Service
- Act at all times in accordance with the organisation's policies and procedures.
- Carry out other duties consistent with the post, as required by the Young Carers Service Manager and Chief Executive Officer.
- To work within the philosophy and policies of the organisation.
- To comply with the Health & Safety at Work Act 1974 and with Brent Carer Centre policy, paying particularly attention to the reporting of dangerous situations.
- To respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity principles are applied at all times
- To ensure confidentiality at all times.
- Work as part of the core team
- Keep abreast of all current legislation appertaining to young carers providing advice and support to your line Manage, CEO and Board of Trustees as necessary
- To undertake any other duties that may be considered commensurate with the level of the post.

## Young Carers Support Officer Person Specification

Essential	Desirable
<p>Experience:</p> <ul style="list-style-type: none"> <li>• Working with children and young people</li> <li>• Working within a health, education or social care environment.</li> <li>• Working in after school clubs or similar facilities for children.</li> <li>• Knowledge of around assessment of needs.</li> <li>• IT literate – a confident user of Word, email, excel, databases, PowerPoint, Intranet/internet.</li> </ul>	<ul style="list-style-type: none"> <li>• A levels, degree/NVQ level 4 or above or equivalent in management, health, education, community care or advice and guidance setting.</li> <li>• Working in the voluntary sector</li> <li>• Experience of working with vulnerable children in a formal or informal settings.</li> </ul>
Aptitudes & Skills	Skills & Knowledge
<ul style="list-style-type: none"> <li>• Willingness to undertake personal development essential to the role.</li> <li>• Ability to understand complex information and convey it in a way that is understandable to clients</li> <li>• Ability to engage, build and develop relationships with people</li> <li>• Ability to prioritise tasks, identify and work to deadlines and manage time effectively</li> <li>• Commitment and understanding of confidentiality</li> <li>• Have attention to detail with high standards to work</li> <li>• Outreach skills and promote a service.</li> <li>• To work on own initiative as well as flexibly as part of a team.</li> <li>• To have good verbal and written communication skills</li> <li>• To conduct care needs and risk assessments and to draw up care plans</li> <li>• Excellent customer care skills</li> <li>• To negotiate and communicate effectively both verbally and in writing to a wide range of audiences</li> <li>• To develop and maintain links with people and partners from all sections of a multi-ethnic community</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of NVQ level 2 or equivalent</li> <li>• Awareness and understanding of the statutory and voluntary service sector.</li> <li>• Awareness of legislation concerning carers.</li> <li>• Knowledge of safeguarding issues and protocols</li> <li>• Working with and understanding the particular difficulties faced by children and young adults in accessing services</li> </ul>