Sunderland Carers' Centre

Job Description

Post	**Carer Within Reach Worker**
Salary	**£22,931.88 (pro rata)**
Hours of Work	**18 Hours per week (times and days negotiable)**
Holidays	**25 Days per Annum (pro rata)**
Location:	**Sunderland Carers Centre, Thompson Road, Sunderland**
Responsible to:	**Service Manager**

Job Summary. The Carer Within Reach Worker will be initially responsible to the Service Manager at Sunderland Carers' Centre. Emphasis will be placed on the development of a whole family approach to engage families in services which are appropriate to identified needs.

The Carer Within Reach Worker will act within the Carer Contact Team to provide a listening ear service to those carers identified as being socially isolated and would benefit form a Within Reach call. The post holder will provide accurate and appropriate information, advice, and guidance to carers within the Carer Contact Team function as needed.

Equal opportunities. Sunderland Carers' Centre recognises that the needs of carers are paramount within the services it offers. The Centre is committed to a policy of equal access to employment and provision of its services regardless of race, religious or political beliefs, ethnic or national origin, culture, gender, sexuality age or disability

Working Relationships.

Internal: The post holder is accountable to the Service Manager with whom they will liaise on a regular basis.

The post holder will be ultimately accountable to the Board of Trustees and the Chief Executive Officer.

The post holder will support activity from the mechanisms within the Carers' Centre to ensure all carers are supported via the services delivered by Sunderland Carers' Centre.

External: The post holder will ensure Sunderland Carers' Centre influences decisions that benefit carers at a locality level, working closely with the partners from both statutory and voluntary sectors.

Main Duties and Responsibilities:

To provide Within Reach calls to carers identified as in need of social contact so tackling social isolation, loneliness and addressing wellbeing

To recognise the signs of issues and problems associated with the caring role and escalating to the most appropriate team member

To input onto the Customer Relations Data base contacts made by volunteers to carers, as part of the Within Reach project

To form part of the organisation's Contact Team function to provide information, advice, guidance and support with an outcome focus to support carers in a format which most appropriately meets their individual needs as needed

To provide a first contact service to those contacting Sunderland Carers' Centre via telephone, email, face to face or via website enquiries and providing the person with relevant and accurate information, advice, guidance and support as needed

Provide a professional welcome to all customers and visitors, presenting a positive impression of the organisation

To ensure that incoming telephone calls are answered in a professional and timely manner and transferred, where appropriate, to the relevant team member as needed

Carry out the necessary administration for this role accurately and within organisationally set standards including updating the Customer Relationship Management (CRM) System (Charity Log)

Input activity and outcome records to CRM system. Work to achieve agreed carer outcomes, contract Key Performance Indicators and targets as agreed with the organisation's frameworks and commissioning contracts

Also

Working as part of the wider team to provide a range of support options which includes support via telephone, e-mail and 1:1 meetings plus support at a range of meetings both internally and externally.

To develop and maintain meaningful, effective on-going relationships with other organisations and professionals to ensure that carers have a range of accurate information, knowledge and opportunities available to them.

To attend and/or support promotional events, training opportunities or social activities for carers.

To work with the wider Carers' Centre team and partners to identify and engage hard to reach carers.

To support carers to have a life of their own along-side their caring role

To represent Sunderland Carers Centre in order to promote and encourage understanding and awareness of carers issues for example through the delivery of agreed training programmes for carers, partners and the wider community

To support the communication of National Legislation regarding carers and how this affects carers.

To contribute to good practice and development of the organisation including service evaluation

Work with and mentor designated volunteers with the support of the management team

Work with and mentor students on placement within the organisation with the support of the management team

To support the development of written and verbal reports to the Service Manager, Management Team, Chief Executive Officer and the Board

To participate in set supervisions and appraisals with line manager

To adhere to all policies and procedures of the organisation

To observe strict confidentiality regarding information obtained during the course of the role and maintain professional boundaries

To provide support and assistance, whilst carrying out any other duties as and when required by the Management Team, Chief Executive Officer and Board

Person Specification – Carer Within Reach Worker

Criteria	Essential	Desirable
Education and Qualifications	• Excellent standard of English and Maths • IT Literate	• Have undertaken within the past year, Continued Professional Development qualifications and/or training(please evidence within application)
Experience	• Current or recent experience of providing customer related services. • Experience in providing frontline information, advice and guidance • Experience of managing conflict resolution • Experience of partnership working building excellent relationships with a wide range of professionals and families	• Experience of engagement and support of families • Understanding of the safeguarding process for adults and children • Experience of community development work within a voluntary or community sector • Experience of managing a case load and associated time management • Experience of using an electronic data base system • Experience of partnership working building excellent relationships with a wide range of professionals and families
Skills, Knowledge and Abilities	• Ability to use basic Microsoft Office packages • Clear knowledge and understanding of issues that affect carers and their families • Motivated to deliver positive change for carers • Excellent customer service, communication and interpersonal skills • Ability to be resourceful and seek out information, suggestions and	• Ability to work with complexity and emotional situations • Knowledge of impacts of caring which could include lived experience

	possible solutions for carers in a challenging environment • Ability to value and support team and multi-agency working • The ability to work within a blended working environment (in office and/or home working)	
Personal Attributes	• Commitment to the values of Sunderland Carers' Centre • Commitment to detail, ensuring all work is accurate, concise and comprehensible • Commitment to equality and diversity • Respectful of working within professional boundaries • Willing to work in cooperation with team members • Willing to work flexibly within the organisation • Ability to work evenings and weekends • A willingness and ability to undertake further training to understand the complexities of both adult and children's social care, education and health legislation	• Full Driving Licence and Access to the use of a car (business insurance required)