



Redbridge Carers
Support Service



Job description

Job title:	Young Adult Carers Project Manager
Location:	RCSS main office in Ilford and borough wide
Responsible to:	Executive Director
Salary:	£30,000 FTE (pro rata £25, 714 per annum)
Contract:	Fixed term until June 2021
Hours:	30 hours per week, including some out of hours work
Pension:	3% Employers contribution to workplace pension

Key responsibilities of the post

To identify and support unpaid young adult carers from the diverse communities in Redbridge. To support young adult carers (17-30 years) through the next stages in their life with an individualised and person centred support plans identifying the key services required to support carers and make a positive difference to their lives. To promote the training, emotional, social, wellbeing and practical needs of young adult carers, underpinned by the holistic health and wellbeing activities offered by RCSS.

To raise awareness of the needs, aspirations and goals of young adult carers aged 17 to 30 years. To work with a range of partner agencies, such as the Young Carers Service, social care, education and health services, to develop robust communication and engagement strategies and practical action plans, leading to new and improved pathways to care and support.

Duties to include

1. Provide holistic support to young adult carers' on a 1-1 basis and a group setting via the provision of personal development and support planning; health & wellbeing activities; learning, training and employment services/opportunities.
2. Develop person centred support plans, ensuring appropriate levels of support, and review regularly to ensure young adult carers continue to have their support needs met.
3. To provide information and support to carers by appointment, through home and community visits and through regular telephone welfare checks.
4. Develop and deliver health and wellbeing workshops, social activities and training programmes e.g. healthy eating programme, confidence and self esteem building, day trips.
5. Encourage and enable young adult carers to access support to improve their

own physical and mental health and wellbeing including services to reduce isolation such as peer support groups, trips and activities.

6. Ensure young adult carers are able to access RCSS' activities and services, including training, therapies, counselling, social activities, in order to develop their confidence and self esteem.
7. Adopt a 'whole family' approach to working with young adult carers and make referrals to other agencies, where appropriate, with the focus at all times being to ensure the young adult carer is supported.
8. Work closely with statutory, voluntary and community sector organisations e.g. local educational institutions, NHS and health and social care services, to develop partnerships and improve pathways for carers to access information and support.
9. Work closely with Young Carers Service, Barnardos by identifying and supporting young adult carers in transition from their services to RCSS' services and the Young Adult Carers Project.
10. Work with social care and health care workers to help them to understand the context of young adult people caring for an adult, including providing training and information sessions for groups of professionals.
11. Plan and implement targeted outreach to identify and engage with seldom heard carers and promote the work of RCSS
12. Have a good working knowledge of relevant legislation e.g. The Care Act 2014 and of local authority procedures and eligibility criteria to support carers in accessing key services. Keep abreast of relevant developments and information relating to young adult carers locally and nationally.
13. Gather young adult carers' views using a variety of methods and tools, using feedback to improve services.
14. Be responsible for the overall running and performance of the project, including supervision of project staff and volunteers.
15. Recruit, train and supervise a pool of peer mentors who will be matched to specific young adult carers based on their needs.
16. Work towards targets and key performance indicators in line with the requirements of funding and other projects and as directed by Senior Management.
17. Actively contribute to monitoring and evaluation of work-related outcomes and provide reports, using outcomes focused reporting methods.
18. To produce regular written reports and case studies and provide information to funders
19. Actively contribute to the analysis of feedback to develop and improve

services and ensure that services are carer led and meet identified need.

20. Promote and develop the work of RCSS by organising and attending carers forums, consultations, focus groups, workshops and associated events.
21. Ensure former carers continue to receive support as they exit RCSS by signposting and referring to other relevant external services. Encourage and enable former carers to volunteer for RCSS.
22. Support carers to engage with Directors of key agencies e.g. NHS, Social Care and local politicians to influence change in local policy around carers needs and issues
23. Work with colleagues and young adult carers to develop appropriate information resources and materials for young carers, including for different age groups.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children, reporting any safeguarding concerns to the RCSS Designated Safeguarding Manager in accordance with procedures.
- Carry out the above duties with due regard at all times to the policies and procedures of RCSS, in particular the Equality, Diversity and Disability and Confidentiality policies and the Staff Handbook.
- Maintain records of all work undertaken with carers and volunteers and update all records accordingly, including input to the confidential data base and any associated files in line with IT and data protection protocols.
- Ensure activities are accessible to carers, e.g. by provision of language or other support as appropriate
- Undertake training as required and proactively contribute to training and self-development plans
- Receive and contribute to regular supervision, in accordance with the RCSS Supervision Policy.
- Make relevant contributions to the RCSS newsletter, website and other promotional media
- Attend mandatory staff meetings and contribute to developing policies, procedures, practice and service planning.
- Maintain confidentiality and security of electronic and paper client records adhering to the General Data Protection Regulations, (GDPR) and RCSS Data Protection and Privacy Policies at all times
- Undertake a DBS check

- Develop and foster a positive and collaborative approach to team work, helping colleagues and supporting the day to day running of the office. Be prepared to cover general office work when required, including administration, answering calls and dealing with carers, professionals and the general public.
- Undertake any reasonable duties or tasks as requested by Senior Management
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs.
- Be available to work some weekends and evenings.

Person specification

Essential	Desirable
<p>Qualifications</p> <ul style="list-style-type: none"> • A relevant professional qualification (Level 3) e.g. health and social care, youth work. 	
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working with clients (including young adults) on a 1-1 and group basis • Experience of providing information, advice and informal advocacy • Experience of planning and delivering activities for young adults • Experience of delivering presentations/training • Experience of liaising with relevant professionals and agencies in the statutory, voluntary and community sectors • Experience of working effectively within a small, supportive team • Experience and understanding of working with people from a diversity of cultures and backgrounds 	<ul style="list-style-type: none"> • Experience of managing a project, project budget and meeting targets • Experience of supervising staff and volunteers • Experience of campaigning and giving service users a voice locally and nationally
<p>Knowledge/Understanding</p> <ul style="list-style-type: none"> • Knowledge and understanding of carers and young adult issues, particularly as they relate to support, planning and achieving life goals • Knowledge and understanding of welfare benefits, carers rights, housing and statutory services • Good understanding of confidentiality and data protection issues in relation to case work and young adults • Knowledge and understanding of safeguarding principles and practices 	<ul style="list-style-type: none"> • Knowledge of and ability to use relevant legislation to support carers
<p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to gain the trust of and engage with young adults and their families whilst maintaining appropriate boundaries • Ability to facilitate groups • Self motivation and the ability to show initiative and work without direct supervision, as well as collaboratively as part of a team 	<ul style="list-style-type: none"> • Understanding use evaluation tools and methods

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| <ul style="list-style-type: none">• Competent in the use of IT and social media• Ability to write and maintain case records• Ability to work to deadlines and meet specified targets• Ability to manage time effectively• Able to keep appropriate statistics on project outcomes and produce monitoring reports• A common sense and sympathetic attitude to people in crisis and under stress | |
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Other requirements

- Willingness to work outside of office hours when required e.g. evenings
- Able to work flexibly to meet the needs of carers and support the organisation
- To accept supervision and training
- Possessing a positive, upbeat approach to work and able to enthuse others
- Confident and self-aware

Appointment to this post will be subject to:

1. At least two satisfactory references being received, including one from the current/most recent employer
2. Enhanced Disclosure and Barring Service (DBS) clearance.