

# JOB DESCRIPTION

**POST:** Senior Carer Support and Information Worker

**LOCATION:** Post is currently based at Graham House

**BAND**: Band 5 (Full-Time) Permanent

**REPORTS TO:** Carer Co-Coordinator / Team Lead

**RESPONSIBLE TO:** Senior Manager – Carers Support Service

**Job Summary / Main Purpose**

The Carer Support Service in part of the Belfast Health and Social Carer Trust (BHSCT). The service supports carers who are regularly supporting a family member, or friend who is unwell, frail, living with a disability or mental health condition. This could be a child, adult or older person. The service provides a range of support services including information, support and signposting to carers of all ages to protect and maintain their health and well-being.

The purpose of this role is to support the Trust Carer Support Service in implementing the Trust Carers Strategy and work to ensure that carers have access to appropriate support and information in a timely and accessible format. This senior support worker role will be front facing and will require staff to work in-person with individual carers and groups across Belfast. The role will involve day-to day supervision, programme coordination and delivery of training / education /co-facilitation of sessions.

Under the direction of the Team Lead, the central focus of the role is:

* to provide a supervisory and support role to the Carer Support & Information Worker on a day-to-day basis;
* deliver sessions on the Hello Carers Activity Programme / in partnership with Directorates as required;
* to provide information and help carers access and navigate the HSC and community and voluntary sector to meet their needs at different stages;
* to lead the development and maintenance of a central Information Hub of carer resources /information available in a range of accessible formats under the direction of the Team Lead;
* to reach all carers through In Reach and Outreach work in the Belfast community to raise awareness of the Carer Support Service, the Carer Register and the right to a carers assessment;
* the organisation, planning and communication of the Hello Carers Activity Programme / events within the Belfast community;
* to support carers to protect their health and well-being through the activity programme, working directly with supporting carers on a one to one and group basis in Peer Carer Support Groups; and
* to deputise for the Team Lead where appropriate to the grade in his/her absence as a first level of support for staff /delegated tasks.

The post holder will have allocated responsibilities under the leadership of the Team Lead and Senior Manager and he/she will be expected to work within a team ethos to ensure the delivery of a compassionate service to carers.

**Main Duties / Responsibilities**

1. To line manage the Carer Support & Information Worker.
2. To take a lead role in managing Volunteers within the Carer Support Service and liaising with the Volunteer Department to promote the role.
3. To deliver training /education/ lifestyle sessions on the Hello Carers Activity Programme or for carer groups within Directorates e.g. WRAP, Resilience, Carer Awareness and Carer Rights.
4. To deliver sessions/ training/education sessions within Directorates as required e.g. Staff Groups / Carer Awareness sessions,
5. Effectively co-produce and co-facilitate training courses including WRAP for Carers
6. To provide project support for the Carer Coordinator and Senior Manager where required.
7. To update the Carer Support Service Programme Prospectus
8. To reach all carers through providing presentations externally in the community e.g. Carer Groups.
9. To develop and maintain good links with carers, carer support groups, Trust staff and community and voluntary organisations.
10. To reach all carers by raising awareness to help identify carers within families and communities.
11. To reach all carers through Outreach work in the Belfast community to raise awareness of the Carer Support Service and the Carer Register and the right to a carer assessment.
12. To lead on assisting in the identification of new carers through the development and delivery of a yearly outreach programme of activities across Hospital and community settings to help identify carers, particularly from hard to reach groups.
13. To plan, organise and deliver a variety of carer events, activities and training, information events, wellbeing events as directed by the Carers Coordinator. E.g. Hello Carers Activity Programme / Carers Week.
14. To lead on the identification of and putting in place support needs or reasonable adjustments that carers require to fully access the activity programmes.
15. To lead on ensuring venues are risk assessed and appropriately set up to ensure health and safety of those attending activity programmes.
16. To support carers to avail of a range of opportunities to protect their health and well-being promoting initiatives such as the Hello Carer Activity Programme, Take 5, WRAP (Wellbeing Recovery Action Plans), Recovery College programmes and community activities.
17. To provide a one to one listening support service to carers and signpost on to other emotional and psychological support services as appropriate.
18. To provide a support role to the Carer Support and Information Worker where issues of concern or risk arise with carers, seek advice/ consult senior staff if outside limits /boundaries of the role and ensure accurate recording of issues and actions taken.
19. To work directly with and providing emotional support to carers on a one to one and group basis in Peer Carer Support Groups.
20. To work with Carers where a higher level of support or conflict management is required.
21. Facilitate peer support groups across Belfast as part of a monthly programme of activities.
22. Assist in debriefing for the Band 4 Carer Support and Information Worker following sessions where required and liaise with the Team Lead where appropriate.

1. To manage group dynamics to ensure a positive experience of all carers in groups and consult / report or seek the advice of the Team Lead as required.
2. To take the lead role in working with new and existing tutors/ facilitators to establish boundaries in working with carers who take part in group activities.
3. To deal with telephone and other queries from carers, Trust staff and others and to promote carers’ right to a carer assessment.
4. To make onward referrals for Carer Assessments to the appropriate service.
5. To develop good links and relationships liaise with service providers across community, voluntary and statutory organisations to ensure accurate information in relation to support and services available to meet carer needs.
6. To signpost carers to relevant services, both within the Trust and externally, within the community and voluntary sector.
7. To promote the Trust carer support services and the breadth of available supports including a carer assessment to meet the needs of the carer.
8. To collate, edit and disseminate the Carer Support Service newsletter under the direction of the Team lead / Carer Coordinator.
9. To assist the Carer Coordinator with the development of literature/information in a variety of formats for carers as appropriate including updating and maintaining the Carers section of the Belfast Trust website and internal information system for Trust staff.
10. Contribute to the evaluation, quality and improvement of the Carer Support Service through listening to feedback and encouraging carers to tell their story of their experience of the Carer Support Service though the Carer Opinion Tool.
11. To work with carer groups and individual carers to develop capacity and links in order to support personal and public involvement.
12. To embrace and role model the diversity, equality and inclusion ethos in the Carer Support Service and embed the Trust policies using language that welcomes all carers.
13. Take an active role in communicating new ideas to the team and line management.
14. To attend meetings as appropriate.
15. To maintain high standards of confidentiality at all times.
16. To actively participate in regular supervision.
17. Work within own limits of competence and responsibility and refer issues beyond these limits to line management.
18. Report all identified Adult / and or child protection concerns or other areas of concern or risk identified in the course of any work with families / carers to the Team Lead/Senior Manager or senior equivalent colleagues in their absence.
19. Ensure that the procedures of the Trust are adhered to in respect of:
    * Handling and security of money
    * Reporting any untoward incidents, complaints or unusual occurrences to senior staff e.g. Team Lead, Senior Manager.
    * Health and Safety Regulations
    * Fire Prevention
20. To assist the Carer Coordinator/ Team Lead or Senior Manager with any other duties as required.

**Line Management / Supervision Duties**

Assist the Team Leader / Carer Coordinator to:

1. Provide constructive feedback to develop the individual / worker and ensure a high standard of performance.
2. Embed the values of B Well in the Carer Support Service workforce.
3. Participate in any recruitment and selection of staff.
4. Ensure all implementation of performance appraisal process (KSF/PCF) for peer workers.
5. Carry out performance reviews for staff reporting to the Band 5 and identify steps to meet any development and address any issues arising in relation to individual and team performance.
6. Work actively to promote Working Well Together policies to creative a positive and harmonious team-working environment.
7. Promote communication and a positive team-working environment embedding the Trust values within the team.

**General responsibilities**

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

* At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
* Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
* Comply with the Trust’s Smoke Free Policy.
* Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
* Adhere to Equality and Good Relations duties throughout the course of their employment.
* Ensure the ongoing confidence of the public in-service provision.
* Maintain high standards of personal accountability.
* Comply with the HPSS Code of Conduct.

**Information Governance**

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails.  All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

**For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR**

**Environmental Cleaning Strategy**

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

**Infection Prevention and Control**

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

* Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
* Using the correct ‘7 step’ hand hygiene technique;
* Being ‘bare below the elbows’ when in a clinical environment;
* Following Trust policies and the Regional Infection Control Manual (found on intranet);
* Wearing the correct Personal Protective Equipment (PPE);
* Ensuring correct handling and disposal of waste (including sharps)  and laundry;
* Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
* Ensuring compliance with High Impact Interventions.

**Personal Public Involvement**

Staff members are expected to involve patients, clients, carers and the wider community were relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust’s ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI\_leaflet.pdf

***Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***



### PERSONNEL SPECIFICATION

**JOB TITLE / BAND: Carer Support and Information Worker**

**DEPT/DIRECTORATE: Carers Service / Public Health Team / Planning Performance and Informatics Directorate**

**Notes to applicants:**

1. *You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
2. *Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
3. *Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

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| **ESSENTIAL CRITERIA** | | |
| The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage.  You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below. | | |
| **Factor** | **Criteria** | **Method of Assessment** |
| **Experience**  **Qualifications**  **Registration** | Recognised literacy and numeracy qualifications e.g. 5 GCSE’s at grade A-C or 9-4 or equivalent level e.g. NVQ/QCF/RQF Level 2 or above in the area of health and social care / ore relevant care related subject.  And  A third level full Certificate / Diploma or equivalent higher qualification e.g. RQF Level 3 or above in Health and Social Care.  and  2 years’ experience in a Health and Social Care setting.\*  And  Will be NISCC registered or willing to be registered within 12 months of taking up post  or  Recognised literacy and numeracy qualifications e.g. 5 GCSE’s at grade A-C or 9-4 or equivalent level e.g. NVQ/QCF/RQF Level 2 or above in the area of health and social care / ore relevant care related subject.  And  3 years’ experience in a Health and Social Care setting.\*  And  Will be NISCC registered or willing to be registered within 12 months of taking up post.  \* experience in a health and social care setting may be defined as for example, working in a HSC Trust, a GP setting, a community and voluntary sector organisation or relevant statutory organisation. Lived experience of being a carer of a loved one using HSC Trust services or other relevant statutory agencies will also be accepted as alternative experience of a health and social care setting \*  **Successful candidates will be expected to complete any training / qualifications / professional registration identified for the job role. E.g. Asist, Safetalk, or relevant NVQ/RQF qualifications.** | Shortlisting by Application Form |
| **Other (e.g. Driving etc.)** | Candidates must hold a full current driving license with access to a car, or to a form of transport to meet the mobility needs of the post.  Where disability prohibits driving, this criteria will be waived if the applicant is able to organise suitable alternative arrangements. | Shortlisting by Application Form |
| **Knowledge, Skills and Qualities** | Demonstrate by example the following skills and qualities.   * Supervision of staff and/or volunteers. * Ability to deliver of health and well-being training programmes. * Effective written and oral and communication skills e.g. empathy, compassion, good records. * Knowledge and understanding of the needs of carers. * Thorough knowledge of HSC Trust services and the community and voluntary sector. * Effective organisational and planning skills. * Empathy with the ability to relate and actively listen to carers from all walks of life in all activities. * A working day to day knowledge and proficiency in Microsoft Word, Power Point and Outlook programmes. * Ability to work flexible hours which will include occasional evening and weekend work. * Facilitation and presentation skills. * A high degree of self- awareness. * An ability to establish and maintain effective working relationships with a diverse range of stakeholders. * Ability to maintain relationships and work in a Team/ Multi-disciplinary working. * Ability to maintain professional relationships and boundaries with users of the service and colleagues. * Ability to use initiative and sound judgment. * Ability to challenge appropriately with respect. * The ability to demonstrate creativity and innovation. | Assessed at  shortlisting  Assessed at interview |

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| **DESIRABLE CRITERIA** | | |
| Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted. | | |
| **Factor** | **Criteria** | **Method of Assessment** |
| **Other**  **(e.g. Knowledge**  **Skills**  **Abilities)** | At least 1 years’ experience of working with carers and families.  A training/learning and development or Trainer for Trainer Programme or qualification e.g. WRAP Facilitation, Education and Training Level 3, Coaching / Mentoring / Top Tips Trainer for Trainer Course other Trainer for Trainer Programme.  1 years’ experience in supervising staff/ volunteers. | Assessed at shortlisting |

**NOTE:**

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment*.

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.