

# Gaddum



## **Job Description: Carers Support Worker**

**Job Title:** Carers Support Worker

**Accountable to:** Chief Executive

**Responsible to:** Head of Carers Services

**Reporting to:** Enhanced Carers Support Team Leader

**Location:** Salford, primarily based in hospital and community settings

**Salary:** £21,268 per annum

**Hours:** 35 hours per week (initially 6 month fixed term contract)

### **Job Summary**

The function of this post is to work across the Enhanced Carers Service and the Adult Service within Gaddum Carers Salford, flexibly to meet the demands of the two services.

The role of the Enhanced Carers Support Worker is to work as part of a team developing a proactive and effective Enhanced Carers Service, primarily in secondary care settings in Salford. Addressing the gap in provision for intense targeted support for unwaged carers who are significantly impacted on at key stages of the health and social care pathways.

The Enhanced project identifies carers within an acute setting in Salford and offers them an intensive 6-week package of support which can include a carers assessment and aims to ensure efficient discharge, prevent readmission and enable carers to be linked into local support opportunities.

The role of the Outreach and Development worker within the Adult Carers team is to work as part of a team developing a proactive and effective carers service, which includes case work and outreach in order to provide support to carers across all Salford neighbourhood areas.

Both roles will include developing effective strategies to identify carers within community, health and social care settings.

Both roles will develop appropriate support ensuring that carers from a wide variety of backgrounds are aware of their rights and are receiving the support and services that they require. The roles will also provide information, advice and support to individuals and groups of adult carers as well as professionals and other organisations.

## **Job Purpose**

- To identify carers in hospital settings and help to support them by offering an intensive package of tailored support including a carer assessment.
- To identify carers and help to support them in their caring role, both as individuals and in groups across Salford.
- To develop a proactive Carers Service that raises carers issues and their needs both on local and national levels.
- To provide access to information and advice to carers within their own localities.
- To work closely with a range of diverse community groups and organisations seeking to ensure that carers from these groups are aware of their rights and how their needs can be met.
- To support and enable carers and former carers to participate in the design and development of health, social care and community services.

## **Duties and Responsibilities**

- Work as part of the team developing and contributing to the provision of services for carers and providing support to carers in Salford.
- Help to identify carers, liaising with specialist professionals to ensure the assessment of carers' needs and the provision of appropriate support.
- Provide practical and emotional support to individual carers, as appropriate, and to groups of carers.
- Liaise with, work alongside existing support groups, and facilitate the development of further groups.
- To undertake assessments of need for adult carers, produce written assessment reports and reviews as and when required.
- To maintain a clear record of all activities with individual carers via the recording system used by the service.
- Participate as directed in the day-to-day running of the Carers' Service.
- Using appropriate networks to raise awareness of carers' needs within statutory, voluntary and independent organisations.
- To keep up to date with carer related developments in government and local authority policy, and in all other organisations working with carers.
- Work with stakeholders and partners on the development of new services and activities for carers in Salford.
- Work with the other team members to devise innovative ways of engaging with carers, health professional and social care professional.
- Encourage and contribute to the development and accessibility of services for Adult Carers in Salford.
- Keep abreast of developments locally and nationally in relation to Adult Carers.
- To work with colleagues at Salford Carers Service to ensure that Adult Carers issues are included with respect to wider carers developments.
- Ensure the involvement and consultation of Adult Carers in the projects activities.
- Contribute to the newsletters, website and to meetings.
- Maintain a general understanding of the work of the whole organisation, and attend staff meetings/events.
- Participate in joint activities e.g. National Carers Week, open days and other promotional activities.
- Contribute to the review, development and implementation of Salford Carers' Strategy.

- Contribute to the development of policies and strategies to promote the interests of carers.

### **Additional Duties and Responsibilities**

- Adhere to Gaddum Safeguarding Policy and report any concerns regarding an individual's safety.
- To undertake and maintain Risk Assessments for area of work in the programme.
- Promote the work of Gaddum and safeguard its good name and reputation at every opportunity.
- Promote Gaddum events and activities and the work of Salford Carers Service.
- To adhere to Gaddum Policies and Procedures and keep up to date with changes to health and safety and data protection.
- To maintain privacy and confidentiality in line with Gaddum policies and procedures.
- To be aware of personal safety and security when carrying out work.
- To respond to enquiries and calls coming into the centre in a professional and knowledgeable way.
- All other duties reasonably associated with the role associated with the role.

The details contained in this job description, particularly the principal accountabilities reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.