

Job Description

Title:	Carer Engagement Adviser (Young Adult Carers)
Hours:	30 hours per week
Office Base:	Carers Plus Yorkshire office, Northallerton
Line Management:	Service Manager
Contract:	Fixed term till March 2024

Job Summary

Carers Engagement Adviser (Young Adult Carers) will be responsible for providing the direct service to individual carers 16-30 years of age, working closely with the Young Carer Team for support with the under 18's.

This post will have a focus on the employment, education and training needs of Young Adult Carers (YACs) as well as health and wellbeing, supporting with developing social interactions, building confidence and self esteem.

Take responsibility for coordinating and setting up a steering group, organising training/activities for groups of young adult carers, making links with Health, Social Care, Education, training providers and services to support parent carers and develop the project in line with the project brief.

Work with appropriate external organisations and YACs themselves to establish:

- A Parent Carers Forum in the local area
- A programme of Young Adult Carer Ambassadors
- Work/Learning place Carers Champions

Work closely with partner organisations from across the Hambleton and Richmondshire area in establishing a new and consistent YAC service across the area.

Support from the YAC Adviser in the Scarborough and Ryedale base will be available to share best practice and learning.

Main Aims of Role

He/she will work individually with carers, establishing initial contact and assisting them to identify their own needs, providing information, emotional support and independent advice.

He/she will be responsible for mapping, identifying and coordinating activities for YACs, ensuring coverage/access is available to YACs living in the most rural parts of Hambleton & Richmondshire as well as urban areas.

He/She will recruit, support and supervise a small team of volunteers to be involved in the development of a service steering group – this may include partner organisations, learning providers, businesses and should include YAC Ambassadors and Carers Champions to perform an advocate role within their work/learning place.

He/she will work closely with both the Adult Carer Advisers and Young Carer Advisers in the organisation to ensure a seamless, consistent and efficient service.

He/she will develop new partnerships as well as linking into already established partnerships to market the project and keep the awareness raising high on their agendas.

Use of social media and other forms of communications to reach out to YAC's as well as a way to keep YAC's and professionals aware of any new services/activities on offer.

Key Tasks:

1. Client support work

- To work with individual carers by establishing initial contact and assisting them to identify their own needs and develop agreed personal action plans and future goals.
- Provide independent advice, information and emotional support.
- Assist carers with claims for welfare benefits and other financial support.
- Signpost and refer to other sources of help, information and advice, using local and national contacts.
- To provide support to carers in a variety of ways including via groups, helpline, home visits, training and telephone support.
- To assist in developing new ways of reaching, identifying and supporting YAC carers, taking into account the age range 16-30
- To start to develop a service that supports Parent Carers
- To embed a programme of Young Adult Carer Ambassadors and Carers Champions
- To maintain strict confidentiality over personal information relating to individuals.
- To maintain monitoring and recording systems.

2. Activities

- Work with YACs in identifying social activities appropriate to their age groups.
- Develop YAC Ambassadors and Carers Champions within work/learning places
- Ensure work/learning places are better equipped to identify and support YAC
- Plan, arrange and coordinate activities in conjunction with admin staff and volunteers.
- Attend activities alongside volunteers to help facilitate and support with transport if required.

3. Additional tasks

- To follow all North Yorkshire County Council & CPY adult and children's safeguarding policy and practices
- To work with all statutory and voluntary agencies and liaise with all health and social care professionals in support of the health and well-being of individual carers
- To keep all professional standard case notes on individual carers and to complete all database requirements for record keeping and reporting/monitoring purposes as required
- To complete and promote all individual carer outcome and impact measurement tools as required
- To contribute to the overall development of CPY and the future development of both the young carer and adult support service
- To undertake all training requirements to ensure up to date knowledge on benefits and safeguarding

- To undertake internal, peer and self-training to ensure up to date knowledge on key carer specific legislation, opportunities for carers and local community services
- To be a representative for carers issues and to use your knowledge of carers needs as appropriate in a variety of professional settings and to raise awareness as appropriate (acting within the Confidentiality Policy)
- To work with the whole team to promote the marketing of CPY services and to undertake any tasks required to raise awareness of the services offered e.g. attendance at open events, giving talks to promote the organisation, manning information stands during Carers Week.

General Duties:

1. To comply with Carers Plus Yorkshire's policies and procedures.
2. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
3. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
4. To provide appropriate cover for staff absences.
5. To represent Carers Plus Yorkshire at a local level when required.
6. To take responsibility for specific pieces of 'project' work in agreement with Line Manager.
7. Any other duties as required to support the organisational priorities and Business Plan, in agreement with Line Manager and Chief Executive Officer.
8. To be flexible with contracted hours as required by the organisation and in agreement with Line Manager.

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This job description may be reviewed in consultation with the postholder from time to time.

A no smoking policy is in place.

October 2021