

## Job Description

<b>Title:</b>	Carers Engagement Adviser (Outreach)
<b>Hours:</b>	Part time (22.5hours)
<b>Office Base:</b>	Carers Plus Yorkshire, Northallerton
<b>Accountable to:</b>	Chief Executive Officer/ Deputy CEO
<b>Line Management:</b>	Service Manager
<b>Contract:</b>	Fixed Term to July 2024 (in the first instance)
<b>Delivery Area:</b>	Hambleton and Richmondshire ( <b>with a predominant focus in Richmondshire</b> )

### Job Summary:

The Carer Engagement Adviser (Outreach) will identify, design and further develop a series of new and existing outreach engagement opportunities for small groups of carers who have common needs, challenges and experiences.

Knowledge, understanding and experience of the Armed Forces Community would be advantageous as an already established theme of support within the local community. Part of this role is to act as an in-house specialist for Veteran carers as well as supporting the generic adult carers service.

Current themes of outreach work include memory loss, veterans, mental health and parent carers.

The postholder will provide a service of information and support (including emotional and social support), gathering and acting upon carer voice, and developing a sense of community amongst carers with similarities in their caring responsibilities.

Working alongside the core advisory team, your support will contribute to a Carer's pathway within the organisation.

He/she will be proactive in their approach to developing the service, enthusiastic and forward thinking with ideas to reach more carers within the local communities (with a focus mostly on Richmondshire) - looking into developments for outreach working.

He/she will be expected to provide cover for outreach groups in Hambleton when colleagues are on annual leave or sick

All Adult Advisers work closely with the Young Carer Service to ensure the “whole family” approach is embedded between services. S/he will work in partnership with voluntary, statutory and community organisations to develop sustainable networks of support for carers. S/He will be confident to deliver talks and training to carers and professionals and be a positive voice for Carer Plus Yorkshire.

**Key Duties:**

1. To work with individuals and small groups of carers, complementing the work undertaken by colleagues in the Adult Carers Service.
2. To assist Carers to fulfil social, emotional and learning needs; working through goals and ambitions identified within their personal action plans.
3. To provide independent advice, information and support through the development of thematic knowledge hubs, clubs, activities and targeted opportunities.
4. To work with appropriate external partners to build wider expertise and specialist support for Carers within the community as required
5. To ensure Carers are at the heart of any development; building the confidence of Carers to support opportunities as volunteers and engage in the design and building of thematic opportunities
6. To support carers in looking after their own Wellbeing e.g encouraging community and social engagement, offering confidential opportunities for them to talk, signposting/referring to relevant health providers, etc
7. To provide a professional, independent low-level advocacy support.
8. To lead on the development of new ways to reach, identify and support carers within the community (this will require a level of enthusiasm and forward thinking).
9. To work with and assist external professionals to identify hidden carers and support the development of the service by awareness raising in the Statutory, Health and Voluntary/Community sectors.
10. To provide and help develop training courses to carers and ex-carers that will address their learning and development needs to maintain confidence and self-esteem.
11. To support and empower carers to develop a strong “voice” which will influence decisions, policy-making and service-planning.
12. To assist with the promotion of carer awareness within the local labour market.
13. To produce regular reports as required by funders (Big Lottery Community Fund) on the progress of his/her work.

## **General Duties:**

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To comply with Carers Plus Yorkshire's policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
3. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
4. To maintain monitoring and recording systems, using Charitylog data base (training given)
5. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
6. To support the work of individual CPY volunteers as required and requested.
7. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
8. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
9. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
10. Be an active participant in Team meetings and full staff Team Meetings.
11. To provide appropriate cover for staff absences.
12. To represent Carers Plus Yorkshire at a local or regional level when required.
13. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
14. To take responsibility for specific pieces of 'project' work in line with agreed project work plans and in agreement with the Chief Executive Officer.
15. Any other duties as required to support the organisational priorities and Business Plan, in agreement with Chief Executive Officer.
16. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

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**This Job Description is not meant to be exhaustive, and the organisation reserves the right to require the job holder to be flexible and perform duties other than those listed according to the changing requirements of the organisation.**

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

April 2023