

Job Description

Title:	Community Engagement Adviser (Carers)
Hours:	30 hours per week
Office Base:	Carers Plus Yorkshire, Crown Buildings, Bridlington
Accountable to:	Chief Executive Officer
Line Management:	Service Manger
Contract:	12month contract in the first instance

Job Summary:

The Community Engagement Adviser (Carers) will undertake specific operational responsibilities with respect to client services within our 'Community Services' work stream. In particular work will be focused on our Wellbeing and Prevention service entitled My Neighbourhood.

You will fulfil the function of a Community Engagement Adviser by supporting 3 specific responsibilities:

- Supporting individual clients (principally Carers) who are experiencing loneliness and isolation to become more confident to socially connect with their local communities and improve their sense of wellbeing
- Supporting the development and sustainability of a vibrant Carer community and relevant interest groups
- Working with partners to ensure we have a vibrant, sustainable service, offering extended support to Carers through a network of well supported interventions

The role will require you to be a confident communicator, successful in partnership working and have a proven track record of community development.

Key Duties:

Client Services

- To work with individual vulnerable adult carers; conducting initial conversations to establish desired outcomes and goals from the service.
- To agree, plan and implement a process of impact measurement in order to capture the journey of the client

- To offer initial independent information, advice and signposting to ensure challenges and barriers are being addressed. Our expectation that in most instances this supported signposting will be to East Riding Carers Services (when specialist carer information and advice is required)
- To provide professional, independent low-level advocacy where required
- To support clients to be more socially connected; helping them to become more engaged, and confidently access existing community and social provision.
- Where there are clear gaps in social activities, groups and provision, work with the local community (and appropriate providers) to support the development of sustainable activities/groups that meet an identified need.
- Where there is no appropriate community opportunity, help people to develop their own self-interest groups/activities if they would like to do this
- To provide support to clients in a variety of ways including via face-to-face contact, virtual contact, small groups, telephone support, home visits, and outreach sessions
- To develop, train and manage a small pool of volunteers who may work on community developments with us
- To support and maximise the development of a strong and successful network of volunteers who may operate as befrienders across the Bridlington area - this may mean supporting existing befriending services to have a clear understanding of Carer's needs and challenges.
- To seek and develop new project work in line with the aims and objectives of the Community Services (and in the spirit of the CPY wellbeing and prevention brief)
- To ensure clients are connected with the wider range of CPY services as required and where appropriate (for example greater awareness of our Home from Hospital Service)
- To develop new ways of reaching, identifying and supporting individual clients
- Assist professionals to identify hidden / vulnerable carers who may benefit from the service and support the development of the service by awareness raising in the Statutory, Health and Voluntary/Community sectors.
- To support and empower clients to develop a strong "voice" which will influence decisions made, policy-making and service-planning.

General

- To maintain monitoring and recording systems (captured on our internal Client Management System – Charitylog)
- To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, individuals and other agencies.
- To maintain strict confidentiality over personal information relating to individuals, in line with GDPR organisational guidelines.
- To provide and help develop training courses/ awareness raising session to clients, volunteers and others
- To contribute to reporting requirements on all contracts relevant within Community Services - ensuring accurate quantitative and qualitative information is available (and case studies are completed and consented)
- To comply with all CPY policies and procedures.
- To identify and agree with the Service Manager your own training and development needs and seek ways to address them.
- To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
- To provide appropriate cover for staff absences.
- To advise CPY of ways to improve its own service and other services for clients/local community development using knowledge and experience gained from clients themselves, and to record unmet need
- To represent CPY at a local, regional or national level when required.
- To take responsibility for specific pieces of 'project' work in agreement with the Service Manger
- Any other duties as required to support the organisational priorities and Business Plan, in agreement with the Service Manager, Business Development Manager and Chief Executive Officer.
- To be flexible with contracted hours as required by service users and CPY in agreement with the Service Manager.

Sept 2021