## Post Title: Carer Support Worker (Localities City of Dunfermline)

Full time post: 35 hours per week

Annual Leave: 32 days inclusive of Public Holidays

## Responsible to: Senior Manager

**Line Managed by:** Senior Manager

**Salary:** £27602.52 per annum

**Location:** Based at the Fife Carer’s Centre, 157 Commercial Street, Kirkcaldy, KY1 2NS, with home working.

As part of normal work. The post will cover City of Dunfermline but may include travel throughout Fife as appropriate.

**“A carer is a person who, without payment, helps and supports a relative, child, neighbour or friend who could not manage without their help due to age, frailty, addiction, disability or illness.”**

# **JOB PURPOSE:**

Providing a sensitive, person-centred support service for Carer’s via telephone, home visits and appointments within the Carer’s locality.

To develop the work of the Carer’s Centre by building up networks and good working relationships with other agencies.

To assist Carer’s in presenting their views to the appropriate services, authorities and decision makers.

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# **CORE TASKS**

1. **Working independently with carers**

The Carer Support Worker is responsible for:

* Assessing the needs of Carer’s to identify services and supports required.
* Assisting Carer’s maintain their physical and mental wellbeing by.
* Providing Carer’s with a comprehensive information service to enable them to make informed choices about their own emotional, physical, and economic wellbeing.
* Giving individual and/or group support to Carer’s in order that they know how to access services they require to enable them to continue in their caring role.
* Assisting Carer’s to develop self advocacy, and where necessary, advocate on the Carer’s behalf.
* Providing Carer’s with a benefit check, and assisting with benefit applications, including form filling where necessary in order to maximise income.
* Providing a listening ear for Carer’s.
* Identifying and making appropriate referrals to other support services and agencies.
* Helping raise monies to benefit individuals, allowing them to purchase services or goods that are not provided through mainstream funding.
* Facilitating local Carer support groups, co-working with other agencies where appropriate.
* Assist with the effective running of the Carer’s Centre.

1. **Development of the Carers Centre**

The Carer’s Support Worker has shared responsibility:

* To develop and assist the Carer’s Centre with effective outreach work, PR and promotion and media work to identify carers, and promote the work of the Carer’s Centre.
* To build up networks and good working relationships with other agencies.
* To record and monitor information from Carer’s and to keep the Carer’s Centre data up to date.

1. **Service Promotion**

The Carer Support Worker has shared responsibility with other staff members to project the Fife Carer’s Centre to Carer’s, the general public and to existing and potential partner agencies.

This could include:

* Training, presentations and networking.
* Developing links with Carer’s, Carer’s groups and appropriate voluntary, statutory and private agencies.
* Actively participating with appropriate networks including the “Wells” and locality development officers, to benefit the work of the Carer’s Centre and to benefit the Carer’s of Fife.
* Ensuring the Fife Carer’s Centre’s information is kept up to date.
* Assisting with the ongoing development and monitoring of the work of the Carer’s Centre.

1. **Quality Assurance**

The Carer Support Worker has shared responsibility to work to strict quality assurance guidelines, assisting Fife Carer’s Centre with the continuous development of quality standards and with the implementation of appropriate quality action plans.

1. **Other responsibilities**

The Carer Support Worker will also be expected to undertake administrative duties relating to the post, and to carry out minor and non-recurring duties as arise from time to time, and to help cover Carer’s Centre duties as part of a team.

All employees are expected to read and abide by the organisation’s Policies and Procedures.