



Job Description – Young Carers’ Support Worker, Windsor & Maidenhead

Salary Grade: 2 pt 11, Outer Fringe Weighting

Hours: 28 hours per week

Department: Family & Community Care

Location: Maidenhead Project Centre, Reform Road, Maidenhead, Berks, SL6 8BY

Job purpose: To effectively assess the needs of young carers and their families and to provide direct, individual support intervention through home based visits and using community and support settings. To work with young carers to ensure the caring role and negative impact of caring are reduced for Young people to increase resilience and confidence and ensure the Voice of young carers is heard.
To raise awareness and identification of young carers in the community.
To assist professionals and teams in recognizing the needs of young Carers.

Reports to: Project Manager

Principal Accountabilities

To conduct young carers assessments using Family Action agreed assessment and evaluation tools.

To provide young people with the opportunity to have time away from their caring role in order to develop friendships, talk about their issues and have fun, in line with the Every Child Matters outcomes.

To support the involvement of young carers and in the development of the service, by engaging young carers, facilitating meetings and following up actions, and supporting volunteers.

To proactively ensure the caring role and negative impact of caring are reduced for young people by providing 1-2-1 solution focused support sessions and a range of other planned support models.

To co-ordinate and plan respite group activities for the young carers twice a month after school and occasionally in the school holidays.

To facilitate young carers access to other services.

To work to reduce the caring role taken on by young carers, by encouraging the increased involvement of family networks and other support services.

To work closely in partnership with other relevant agencies, including health, education and children's and adults social services, and assist service users to access, build and maintain effective relationships with them.

To promote and ensure compliance with Family Action Equal Opportunities policies, to value diversity and find innovative and creative ways of engaging with all sections of the local community.

To ensure the wishes of children and young people remain paramount. To identify and monitor closely any child protection issues and to notify management of any concerns immediately.

To keep service user records, write reports and ensure that this information is kept on file and passed on to appropriate people.

To participate actively in regular case reviews and in the evaluation of the service.

To provide information to service users about the range of services provided by Family Action and actively encourage feedback.

To adhere to Family Action's policies and procedures including its confidentiality, child protection, data protection, health & safety and equal opportunities policies.

To work flexibly including occasional evenings (including one residential per annum) as may be required by the needs of the service and to carry out any other reasonable duties.



Person Specification – Young Carers’ Support Worker, Windsor & Maidenhead

Family Action’s objective is to recruit a diverse team that reflects the composition of the local community, ideally including staff from a variety of ethnic groups, and who can speak a language in addition to English.

1. An NVQ level 2 in Childcare or other relevant qualification would be advantageous.
2. Experience of working with children, young people and families, through voluntary or paid employment.
3. An ability to work collaboratively with young carers and their families who may be at risk, to identify young carers support needs, plan, implement and monitor emotional and practical support to them.
4. An understanding of good parenting and knowledge of risk factors to children and vulnerable adults.
5. An understanding and professional manner; with an ability to work independently and creatively with families and to work as part of a team within a framework of policies and procedures.
6. An understanding of and commitment to user involvement.
7. Ability to co-ordinate, facilitate and develop groups. Group work experience advantageous.
8. An interest in the role of statutory and voluntary organisations providing care and the ability to negotiate with other service providers and to influence their response in order to improve the service provided to young carers under your care.
9. An understanding of the impact of discrimination on the lives of those from minority ethnic communities and others that experience social exclusion, and an ability to work with people from diverse backgrounds.
10. A commitment and understanding to user involvement.
11. A proven ability to co-ordinate and facilitate groups addressing themes relevant to young carers.

12. Good communication skills, both verbal and written, in English. This should include the ability to keep good records and to give accurate information to a diverse user group.
13. Must be willing to work flexibly.
14. Full, valid driving license, access to own car for work purposes.
15. An ability to work independently and as part of a team within a framework of policies and procedures.
16. Ability to work autonomously.
17. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services

