

## **JOB DESCRIPTION**

<b>Job title:</b>	Senior Young Carers' Practitioner (permanent)
<b>Service:</b>	Windsor and Maidenhead
<b>Salary:</b>	Grade 3 (lower) point 20-23 Inclusive of Outer Fringe Weighting
<b>Hours:</b>	29.6 hours per week
<b>Location:</b>	Maidenhead Project Centre, Reform Road, Maidenhead, Berks, SL6 8BY
<b>Responsible to:</b>	Project Manager

### **Summary of job:**

You will play an essential role in addressing young carers' wellbeing and development needs, by effectively assessing the needs of young carers. In partnership with young carers and their families, you will co-produce bespoke support action plans that focus on 'what matters to me', and provide direct, individual and group interventions. You will 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.

A skilled communicator and advocate for the service, you will work with the Project Manager to promote the Young Carers Service across the locality. To include collaborating with stakeholders and local agencies within the Healthcare sector to raise awareness and identification of young carers in the community, thereby motivating professionals and teams in recognizing the needs of young Carers.

### **Key tasks and responsibilities:**

1. To coordinate and deliver the training of the Young Carers Champion programme to professionals within Healthcare, updating the training offer to in line with the developing needs of young carers using the services.
2. With the Project Manager, be responsible for the supervision of young carer practitioners.
3. Undertake holistic assessments using Family Action agreed assessment and evaluation tools. Co-design personalised support action plans with individuals, identifying their unique support needs to ensure maximum engagement, evidencing a personalised, holistic, approach to improving wellbeing and development.
4. 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 as appropriate.
5. To work to reduce the caring role taken on by young carers, wherever possible, by proactively encouraging self-referrals and managing direct referrals to maximise connections with local services. With the goal of removing barriers; particularly for individuals who may be under-represented in the community.

6. To co-ordinate and facilitate groups addressing themes relevant to young carers. Provide young people with the opportunity to develop friendships and have fun.
7. To support the involvement of young carers in the development of the service, by engaging young carers, facilitating meetings and following up actions, and supporting volunteers.
8. Demonstrate a working understanding (appropriate to your role) of Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults. Seek advice and support from your line manager, and/or identified individuals, to discuss concerns and risk (e.g. abuse, domestic violence, escalated mental health).
9. Forge strong and collaborative relationships with local organisations and community groups. Utilise new and existing networks for individuals to connect with. Be a friendly and informed source of information about wellbeing and development and prevention approaches. Ensure information about voluntary and community support is up to date to effectively signpost and link individuals with services.
10. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and clinical supervision. To participate actively in regular case reviews and audits in the evaluation of the service and the effectiveness of your practice.
11. Set up and maintain comprehensive data and evaluation systems. To include outcome tools (My Star, MACA and PANOC). Undertake own administration; keeping timely and accurate records, whilst at all times adhering to GDPR, confidentiality and information sharing protocols. Provide monitoring information as required.
12. Participate in internal and external meetings and events to promote, support and celebrate the work of the service and agencies.
13. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
14. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
15. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## PERSON SPECIFICATION

<b>Requirements</b>	
<b>Education, Qualifications &amp; Background</b>	
1.	Level 3 professional qualification in Health, Social Care, Mental Health or other relevant qualification and a commitment to continued learning and professional development.
2.	Educated to degree level or above in a relevant sector.
<b>Experience</b>	
3.	Experience of supervising, managing and leading staff and/or volunteers to deliver a quality service for young adults with complex needs.
4.	Experience and working knowledge of child and adult Safeguarding issues in a multi-agency arena and management of risk.
5.	Experience of collecting information, writing case studies and outcome data which evaluates performance and impact.
6.	Experience of working with children, young people from all age groups and their families.
7.	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.
8.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services.
<b>Knowledge &amp; Skills</b>	
9.	Ability to lead on the development of new, innovative services which are based on the needs of service users as expressed by them
10.	Strong interpersonal, consultation and holistic assessment skills.
11.	An understanding of the impact of caring for someone with a long term illness and disability and the support needs of young carers, and be able to implement and monitor targeted support plans.
12.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner and to work as part of a team within a framework of policies and procedures.
13.	Working knowledge of 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. Knowledge of the local area and community resources.
14.	Effective communication, presentation and record keeping skills. An ability to collate data in accessible formats for service users and stakeholders, and write comprehensive reports for a variety of stakeholders.
15.	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.
16.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
17.	Proficient in Microsoft Office with strong IT and administration skills, including experience of case management information systems.
18.	Full, valid driving license, access to own car for work purposes.
<b>Values</b>	
19.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <ul style="list-style-type: none"> <li>• Being people focused</li> <li>• Reflecting a 'can do' approach</li> <li>• Striving for excellence in everything we do</li> </ul>

	<ul style="list-style-type: none"> <li>• Having mutual respect for everyone we work with, work for and support through our services</li> </ul>
20.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
<b>In addition</b>	
21.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.