

NORTH STAFFS CARERS ASSOCIATION

(hereafter shown as NSCA)
Company Ltd by Guarantee registered in England.
Registered number 3313461. Registered Office,
Carers Centre, 1 Duke Street, Fenton, Stoke-on-Trent, ST4 3NR
Registered charity No. 1062548

JOB DESCRIPTION

Job Title: Transitional Support Worker

Employed By: North Staffs Carers Association

Salary: £19,547.84 per annum + pension

Hours of Work: 37 Hours a Week (service user led / flexible to meet the needs of the Association, some evening and weekend work may be required)

Holidays: 4 weeks pro rata + statutory Bank Holidays

Responsible to: Information/Young Carers Officer

Base: Carers Centre Fenton

Contract Period: Until 31st August 2020

The aims of the Project:

- To provide a holistic support package to unpaid carers enabling effective management and coping methods associated to difficulties with their Caring role.
- Providing tools to promote their own health and wellbeing; through transition into, during, and after the caring role. Empowering independence, financial stability and a life outside the caring role.

Duties as directed by the Manager:

- Working with Carers in North Staffordshire caring for someone with complex needs.
- Work as part of the team to organise events relevant to the project including an annual information event.
- Assist with the planning of Carer/Volunteer Support Activities within North Staffs Carers Association.

- Maintain telephone contact with Carers registered with North Staffs Carers Association.
- Respond to and follow up new Carer contacts, completion of Carers Support Plans and Carers Reviews in a person centred way within the home, office or other suitable settings.
- Facilitate the involvement of Carers/Volunteers in the running of support groups.
- Arrange outreach, events, activities in conjunction with Carers and arrange associated publicity.
- Undertake practical tasks associated with reviews for Carers looking after someone with complex needs.
- Utilise volunteers (including ex Carers) in the development and support of the project including a task to finish group, forum and administrative duties.
- Contribute to the promotion of the work of North Staffs Carers Association.
- Support Carers to apply for funding (including benefits, adaptations, breaks etc.) thus improving their quality of life.
- Participate in regional promotional/networking activities and develop new opportunities to engage with Carers.
- Collect and disseminate information relevant to Carers.
- Handle telephone enquiries.
- Liaise with, refer Carers to other organisations or services which may assist them with their complex needs caring role
- Maintain records of enquiries and contacts with Carers, Service Providers and Community organisations.
- Work as part of the staff team to enable efficient work practices by:
 - Working within the policies and practices of North Staffs Carers Association.
 - Maintaining standards of customer service in particular regarding the opening of offices, creating a welcoming and responsive environment for Carers.
- Provide quarterly/annual reports to the manager about each Carer support activity.

- Carry out administrative duties incidental to the position.
- Other duties coincidental to the position.
- To carry a case load determined by the Adults Officer, taking into consideration the complexity of cases and contracted hours worked.
- Responsibility for monitoring and evaluation of case load.
- Ensuring all case load notes are input onto charity log in full.

Employment is dependant upon the job holder having a full driving license and being able to drive the outreach vehicle to a standard deemed satisfactory by the Association. The jobholder must also have a commitment to the Association's ideals, confidentiality and equal opportunity policies.

This job description may be reviewed from time to time to take into account the changing circumstances of the Association and the development of the project, following discussion with the post holder.

This vacancy is subject to an Enhanced Disclosure - DBS.

