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**Job Description**

# POST: Young Carer and Family Outreach Worker: Ceredigion

# SALARY: £21,600 - £23,410 pro rata, per annum (salary scale currently under review)

**LENGTH OF CONTRACT: Funded until 31.03.24**

**HOURS: 2 posts at 21 hours per week available**

**(Welsh language speakers highly desirable)**

**HOLIDAY ENTITLEMENT: 27 days – pro rata, plus statutory bank holidays**

**PENSION: 3%**

**LINE MANAGED BY: Gofalwyr Ceredigion Carers Coordinator**

**SUPERVISORY SUPPORT TO: Casual Carer Group Workers and Volunteers**

# Introduction

**The Purpose of Gofalwyr Ceredigion Carers is to empower Carers of all ages to enjoy a good quality of life and sense of wellbeing.**

Gofalwyr Ceredigon Carers is part of Credu (Powys Carers Service Ltd). Credu is a charity that gives support to Young Carers and Adult Carers in Ceredigion and Powys as well as Young Carers throughout Wrexham, Conwy & Denbighshire. We operate through outreach workers who are supported by team managers and a small office based team in Llandrindod. See [www.credu.cymru](http://www.credu.cymru). In Ceredigion we work as a consortium with Carers Trust Crossroads West Wales and Carers Trust Crossroads North Wales in order to provide some replacement care as part of our work.

Each team have a set of principles which are about being person centred, working together well, reflective practise and being as effective as possible.

**The purpose of these posts is to support Young Carers and their families in Ceredigion.** A Young Carer is someone under 18 who helps to look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Caring can be rewarding and Young Carers can be more mature, empathetic and responsible than their peers. However it can be a significant challenge to juggle the practical and emotional issues involved in looking after someone, with fulfilling their own needs and aspirations.

You will be joining our experienced and committed Carer Outreach Team, which covers the whole of Ceredigion. We have been supporting Adult Carers in Ceredigion since 2018 and are expanding our team to support Young Carers as well. The post holder will carry out a person centred what matters assessments of young carers to meet their holistic needs for support to reach their aspirations. You will be creative and energetic, and keen to encourage Young Carers to achieve their aspirations, enable them to have choice, voice and influence and be valued and recognised for their role and contribution.

The posts are based at home with one post covering the North of the County and the other covering the South. The posts require significant time in the key areas with regular team meetings in Aberystwyth or online.

**This post requires an enhanced DBS check with a children's barred list check.**

# Job Description

You will support Young Carers to enjoy a greater sense of wellbeing, supporting them to address personal challenges, build on individual strengths, develop social and supportive networks and have an influence on services.

You will engage in training, share your own knowledge and skills and be a reflective, yet proactive practitioner that aims to enable Young Carers to:

1. Enjoy a greater sense of wellbeing and good life chances
2. Feel more connected to other people
3. Feel listened to, valued and respected in their relationships with services that matter to them.
4. Feel more able to shape the services that impact on their lives
5. Have access to quality information, advice and support.

You will achieve this by working at three different levels:

INDIVIDUAL: Work with individual Young Carers and their families using coaching approaches, to help them to identify what matters to them and supporting them to achieve their goals.

COMMUNITY: Support young carers and their families to build social networks, peer support and community links.

SERVICES: (Particularly Schools and Colleges): Work with Young Carers to enable them to influence services and how they are experienced by Young Carers and their families.

You are an enabler and change maker who is passionate about young people and communities. You are a natural coach and facilitator who recognises and is able to support the realisation of potential of individuals, groups and networks.

# Responsibilities

### Support Young Carers to access quality information, advice and support

* Provide one to one support, giving information or support that matters to Young Carers, on their own terms, where Young Carers determine the outcomes that they want.
* Tap into and contribute to information sources and services within your locality
* Signpost and refer to other organisations where helpful to the individual

### Support Young Carers to enjoy a greater sense of wellbeing

* Use coaching methods and person centred planning approaches that support Young Carers to identify their aspirations and build a plan to achieve them.
* Give Young Carers social and emotional support that is important to them.

### Support Young Carers to feel more connected to others and less socially isolated

* Support and develop peer mentoring groups at schools, facilitate online groups, arrange trips, training and activities that connect Young Carers with each other as well as with opportunities to access experiences outside of their caring role. The peer support groups are a particular feature of our work that is valued by the Young Carers and their families.
* Actively connect Young Carers with local communities and to access activities and opportunities alongside their peers.

### Monitoring and administration

* To maintain case records on our central database.
* Management of budgets for individuals, groups and projects in agreement with the Team Leader
* Complete timesheets, expenses forms and administration duties.
* Draft Case studies and Carers Stories to highlight Carers Issues and the difference made to Carers.

### Evaluation and learning

* Engaging in training with colleagues, which will include, coaching skills, sustainable livelihoods approaches, asset based community development, facilitation skills and influencing skills
* To participate in project and organisational evaluation sessions and share reflections and learning

### Uphold our purpose organisational principles

Credu is here so that all young and adult carers to enjoy a good quality of life and wellbeing as they define it, be recognised and valued and have choices, voice and influence

Our inspirational framework for our principles, as an organisation is essentially ‘co-production’. This means that we believe in people – hence our name ‘Credu’; the Welsh word for ‘believe’.

* To **value every person** in the way we think, speak and act. We make kindness a priority.
* To **listen** to understand
* To focus on **strengths** of every person and **enable** people to use and share their gifts where they want to
* To focus on the **outcomes** that matter to the individuals we support, their families and communities and do what matters when it matters
* To value **relationships** and networks built on **trust**
* To be **brave** and do what is right, not what is easy

### Uphold safety

* Working in a way that is conducive to your own safety and that of others
* Work in a way that safeguards vulnerable children and young people and promote their safety

### General Duties

* Work within Credu’s policies and procedures, including those relating to child protection, equal opportunities, health and safety, confidentiality and data protection: reporting all concerns to an appropriate person.
* Participate in training as required and take an active role in own appraisal and professional development.
* Act as a good role model for others.
* Undertake any other reasonable duties that the Team Leader may require.

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| Young Carers Outreach WorkerPerson Specification | | | |
|  | Attributes | Score | Method of Assessment |
| Qualifications, Experience and knowledge | | | |
| 1 | Professional qualification and or experience of working with Children and Young People | 5 | Application |
| 2 | Experience of person centred planning and support | 5 | Application Presentation |
| 3 | Experience of planning and facilitating group sessions with children and young people e.g. youth work or play work | 4 | Application Presentation |
| 4 | Experience of working with Young Carers | 2 **Desirable** | Application |
| 5 | Experience of setting up community based projects | 2 **Desirable** | Application |
| 6 | Experience of managing and supporting sessional staff and volunteers | 4 | ApplicationInterview |
| 7 | Experience of supporting people to influence services that impact on their lives as individuals and or as a social group | 2 **Desirable** | ApplicationInterview |
| 8 | Knowledge and understanding of the specific needs of Young Carers in rural areas | 3 | Application |
| 9 | Knowledge of relevant legislation and strategies concerning Carers | 3 | Application |
| 10 | Experience of reflective practice | 4 | ApplicationInterview |
| **Skills** | | | |
| 11 | Strength based person centred planning and support / coaching | 4 | ApplicationInterview |
| 12 | Advocacy skills | 4 | Application |
| 13 | Group facilitation skills | 4 | Application Presentation Interview |
| 14 | Ability to communicate effectively at all levels, including statutory and voluntary agencies, but most particularly with young people, individually and in groups | 5 | Application |
| 15 | Adept at prioritising work load under pressure and effective at time management | 4 | Application |
| 16 | Organising activities and events | 3 | ApplicationInterview |
| 17 | Record keeping and reporting skills | 4 | Application |
| 18 | Can work on own initiative and a proven ability to be an excellent team player | 5 | ApplicationInterview |
| 19 | Computer skills (Windows and Microsoft Office, Using Bespoke Databases) | 4 | Application |
| 20 | Ability to communicate in Welsh | 5Highly Desirable | Application |
| **Attitude** | | | |
| 21 | Passionate about supporting young people to realise their aspirations | 5 | ApplicationInterview |
| 22 | Enabling and facilitative in approach to working with others | 5 | Application Presentation Interview |
| 23 | Keen to reflect on and learn from practice | 5 | ApplicationInterview |
| 24 | Able to form productive collaborations with Young People, volunteers and a wide range of professionals | 4 | Application Presentation Interview |
| 25 | Positive, friendly and confident | 4 | ApplicationInterview |
| 26 | Proactive, self-motivated, dynamic and able to inspire and enthuse others | 4 | ApplicationInterview |
| 27 | Committed to putting equal opportunities into practice | 5 | ApplicationInterview |
| 28 | Strong values that are compatible with Credu’s values | 5 | Application Interview |
| 29 | Flexible and adaptable approach to work | 4 | ApplicationInterview |
| 30 | Solution focused, creative thinker | 3 | ApplicationInterview |
| 31 | A willingness to participate in initial training as well as ongoing personal and organisational development | 5 | ApplicationInterview |
| 32 | Able to uphold the ethic of confidentiality | 5 | ApplicationInterview |
| **Other** | | | |
| 33 | Able to travel throughout the area | 5 | Application |
| 34 | Based within the area | 3 | Application |
| 35 | Able to work during normal office hours, some regular evenings slots and occasional weekends/long days | 5 | ApplicationInterview |