



CARERS SUPPORT BRISTOL & SOUTH GLOUCESTERSHIRE

JOB DESCRIPTION

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| Job title: | Young Carers Engagement worker |
| Responsible to: | Young Carers Service Manager |
| Hours of work: | 15 hours |
| Salary: | £29,123 FTE (Initially funded for 1 year with plans to extend) |
| Place of work: | Carers Support, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ |

Carers Support vision is a better life for carers of all ages where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations. The organisation believes in being led by carers' needs and involving young carers in service planning and development and enabling young carers to influence policy makers and services to improve support.

Aim of the post:

Developing young carers involvement in shaping support services provided by Carers Support, and supporting them to influence other establishments including Education, Health and Social care to improve support for young carers.

Work areas

- 1) Use range of approaches to promote YCV and increase the membership
- 2) Introduce young carers to Youth participation and the importance of their voice.
- 3) Take the lead in organising, planning and running of Young Carers Voice (YCV) meetings
- 4) Develop and organise an innovative and engaging YCV program of bi-weekly evening sessions to include:
 - a) Skills development of essential skills training such as storytelling, presentation techniques, communication, representing others, influencing and leadership
 - b) Co-design of CS service improvements and plans.
 - c) Oversight and feedback of young carers strategies in Bristol and South Gloucestershire councils and health sector.
 - d) Development and delivery of awareness training for professionals
- 5) Facilitate the YCV to design, develop and deliver local events e.g. Young Carers Action Day
- 6) Ensure that the YCs 'voice' is heard by decision makers at a strategic level by reviewing existing methods and developing new and innovative mechanisms for effective YC involvement.
- 7) Facilitate YCV members to attend other Youth Forums locally
- 8) Link with National YCV and support involvement of YCV members
- 9) Plan, organise and deliver focus groups and workshops with identifiable outcomes, aims and objectives engaging young carers registered with Carers Support
- 10) Support CS staff to ensure young carers voice is embedded throughout service development including the board of trustees

- 11) Promote the work of YCV members through a range of mediums including case studies, videos, interviews etc.
- 12) Undertake required evaluation and monitoring and contribute to reporting on service delivery and achievement.

General Duties and Responsibilities:

- 13) Ensure that all work is carried out within agreed policies and procedures having particular regard to confidentiality, equal opportunities, child protection and adult safeguarding, and health and safety.
- 14) Contribute to publicity and promotional materials and events including providing material for Carers News as required.
- 15) Participate positively in staff and team meetings and contribute, as appropriate to CS generally.
- 16) Attend supervision, appraisal and training, as agreed with the line manager
- 17) Undertake any other duties commensurate with the grading of the post as agreed with the Young Carer Service Manager

CS is committed to delivering a service where staff are

- Emotionally aware: Seeking to understand different perspectives. The ability to adopt emotionally intelligent behaviors and control emotions in challenging situations
- Able to work in a flexible way and treat all with humanity and kindness.
- Working in a trauma informed way on a one-to-one basis.
- Working holistically finding creative solutions with multi-agency approach
- Embedding reflective practice and use learning to improve delivery.
- Flexible, diplomatic and assertive with good negotiating skills
- Advocating carers issues appropriately internally and externally.

Staff are expected to have/ develop

- Excellent written and verbal communication skills
- Knowledge of current legislation and health and social care provision as it affects carers
- Knowledge of Referral pathways within statutory services and voluntary sectors.
- Ensure the health, safety and hygiene of children and staff are maintained, both inside and outside the setting
- Commitment to engaging and involving users in co-design of services internally and externally.

Person Specification

Qualifications

1. Relevant accredited training related to Youth and Play work or Health and Social care.
e.g. NVQ level 3 ; Degree in Youth work
2. Experience of continuing professional development.

Knowledge

3. Knowledge and understanding of intersectionality and how it affects particular communities.
4. Knowledge of safeguarding procedures and an understanding of referral pathways.
5. An excellent understanding of the needs of young carers.
6. Recent and relevant working knowledge of the issues and best practice in relation to service user engagement, involvement and representation.

Skills and Experience

7. Working (two years minimum) front line in children and family support, including community-based work.
8. Empathetic Communication: The ability to communicate with clarity, integrity, and enthusiasm, listening to and respecting the needs, responses, and opinions of others
9. Transparency and Inclusivity: Ability to build trust by being open about what we have done and why we have done it, valuing difference, diversity, and inclusion, ensuring fairness and opportunity for all.
10. Experience of working with children and adult protection issues, safeguarding and managing 'at-risk' families.
11. Ability to establish good working relationships with staff, volunteers, external agencies, partner organisations and young carers using excellent listening and interpersonal skills.
12. Excellent networking skills, with the ability to proactively create and develop partnerships to advocate young carers issues.
13. Experience of recruitment, development and support of young people to ensure that their 'voices' are heard by decision makers to inform and shape local and national policy direction
14. Experience of planning and delivering high quality activities and group work for young people that enhances their emotional and practical life skills.
15. Ability to lead a team and line manage staff and volunteers in the implementation of projects.
16. Experience/ knowledge of monitoring and evaluating service delivery, including responding to the organisational and funding requirements.
17. Ability to interpret policy/ strategy documents and papers, and presenting these to young people in an accessible format to meet the needs of a variable audience
18. An innovator with the ability to come up with creative solutions to enhance service provision.
19. Experience of/in local and national policy work (Desirable).

Organisational:

- 20. Ability to manage time effectively, prioritise own case/workload, work to tight deadlines and respond well to challenges.
- 21. Excellent organisational, record keeping and administrative skills
- 22. Delivering objectives professionally and efficiently, putting carers/young carers' needs and aspirations at the centre and delivering in a timely manner and without bias.
- 23. An innovator with the ability to come up with creative solutions to enhance service provision.

Other

- 24. Strong digital skills with good working knowledge of office 365 and databases.
- 25. Ability to fulfill the transport requirements of the role (will need business cover on any car insurance)
- 26. Able to work regular evenings and occasional weekends to meet user needs.
- 27. Experience of continuing professional development