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**Job Title:** Carers Service Assistant Coordinator

**Reporting to:** Service Manager

**Responsible for:** Direct support to Carers of the service and support group sessions and meetings

**Hours:** 12 hours per week

**Salary:** £11.62/hour + travel reimbursement

**Contract Type:** Permanent

**Location:** Watford Hub

**Other:** 12 hours per week Wednesday and Thursday.

Travel and transport: You will be required to travel to meetings and group activities in SW Herts.

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**ABOUT GUIDEPOSTS TRUST**

Guideposts is a UK based charity working with people in local communities to help them access the support, opportunities, and skills they need to overcome social challenges, improve their wellbeing and change their lives.

We run a range of services that are focused on helping people to achieve their potential regardless of their circumstances. We connect people together so that they can experience the joy that comes from friendship, activity, learning, purpose, and occupation. We love what we do, and we love seeing people flourish.

Many of the people we support come from the most disadvantaged groups in our society, including children and adults with additional needs and disabilities, people with mental health problems, older people with dementia and other neuro-degenerative conditions, and the families or carers of all these groups. We believe that all people should be equally valued and have an equal chance to live the best life possible, that is why we do what we do.

Together we are the Guideposts community, helping each other to achieve better wellbeing.

**Purpose of Role**

The Carers Service Assistant Coordinator is responsible to provide an accessible service for people who care for others with Mental Health problems. The service is open to all unpaid carers in South West Hertfordshire. The Carers Assistant co-ordinator will manage a case load of 15+ carers and provide support to the Carers Co-ordinator

**The aim of the service:**

* To provide support, guidance and contact to Carers
* To liaise with other relevant Service Providers (HPFT, Carers in Herts, etc.)
* To acknowledge and respond in positive and practical ways to the specific needs of those Carers who access the Service.

**KEY RESPONSIBILITIES**

* To attend regular group meetings where Carers can share experiences, difficulties, information and strategies for coping
* To meet with guest speakers at the group meetings
* To gain information and access to relevant Services and resources
* To express their needs at 1 to 1 contact with the Carers Assistant Coordinator
* To become part of a larger voice for provision and development of relevant Services
* To participate in social activities organised by Guideposts at the Watford Hub and in other locations

**KEY ACCOUNTABILITIES**

* Support the receiving of referrals and conduct initial assessment interviews and complete risk assessments.
* Support in organising and facilitating group sessions for carers weekly support group
* Support a case load of 15+ carers on a 1 to 1 basis
* Deliver up to 3 hours of carers support calls per week;
* Deliver up to 4 hours of 1 to 1 support in person to carers per week;
* Provide support to the Carers Coordinator in delivering the service
* Signposting of Carers to relevant Health and Care support services
* Support Carers with Carer assessment s
* Support Carers to register with their GP as a Carer
* Support Carers to complete ICE/illness contingency plan
* Complete Recovery star and WEMWBS Wellbeing Assessment with Carers
* Conduct a quarterly review with Carers
* Maintain the Carers service users documents in order and update as required;
* Maintain accurate records of the Carers registered with the service, attending the group meetings and receiving 1 to 1 support on the phone or in person
* To maintain the service as per the Hertfordshire County Council requirements stipulated in their contract with Guideposts and according to Guideposts policies and procedures;
* To work with and actively support commissioners and partner agencies to create and develop a clear integrated care and coordinated support to Carers and their families;
* To take responsibility for monitoring and collection of the data to be reported to Hertfordshire County Council, Guideposts and other parties;
* To support information for the Carers service reports as required;
* To promote and publicise the Guideposts Carers service by organising and participating in networking and fundraising events, issuing and publishing the service updates via newsletters and social media;
* To engage and work closely with volunteers to support the Carers service;
* To take responsibility for expenses related to the Carers service and activities;

**KEY COMPETENCIES**

* Able to take a person centred approach to all aspects of work
* Takes initiative and is enthusiastic
* Able to handle difficult situations and conversations
* Decisive and takes responsibility
* Meticulous on paperwork
* Effective administrative skills and a good standard of IT skills including MS Office and the internet
* Respects boundaries and confidentiality
* Reliable
* Good people skills
* Good listener
* Presents professionally
* Good team member
* Willingness to learn
* Able and willing to work flexibly when required
* Continuing Professional Development (reflect and develop practice)

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Experience** |  |  |
| 2-3 years experience working with Carers | √ |  |
| 2-3 years experience providing 1 to 1 support to carers | √ |  |
| **Skills/ Training/ Qualifications** |  |  |
| QCF/NVQ level 2 | √ |  |
| QCF/NVQ level 3 |  | √ |
| IT Literate including MS Office and the internet | √ |  |
| **Personal requirements** |  |  |
| Full Driving License | √ |  |
| Own Transport | √ |  |

**OTHER DETAILS**

All staff are ambassadors for Guideposts and as such may be required from time to time to assist managers and fundraising in the promotion of Guidepost and its work.

All staff have a responsibility to look after the Health and Safety not only of those people who use our services but for themselves and their colleagues and should follow Guideposts Health and Safety Policy and Procedures.

Guideposts is an Equal Opportunities employer.

This job description is not exhaustive but is provided to assist the post holder to know and understand the main duties of their role.  Responsibilities may be subject to review and may be varied in emphasis depending on operational requirements.  It may be amended from time to time in discussion with the post holder.