



## JOB DESCRIPTION

1.	TITLE	Young Carers Project Worker
1.1	EMPLOYED BY	Crossroad Together (Crossroads Care CMM Ltd)
1.2	RESPONSIBLE TO	Young Carers Services Lead (CWWS)
1.3	RESPONSIBLE FOR	Sessional Support Worker/Volunteers
1.4	LOCATION	Cheshire East

## JOB PURPOSE

- Contribute to the delivery of the Young Carers service, providing line management and support to sessional staff and volunteers.
- Support the Young carers Services Manager to ensure that the service delivered meets the needs of young carers and is an efficient and effective use of the resources available to the organisation, the budget and within Crossroads Together.
- Develop and build relationships with partnership providers.
- Manage the co-ordination and logistics of personnel, including volunteers and resources in order that the aims and objectives of the service are implemented.

## KEY RESPONSIBILITIES

- Provide line management and support to, Sessional Support Workers and Volunteers.
- Oversee volunteers for the young carers service, including supervision and support of local volunteers and driving local recruitment of volunteers by working alongside central Volunteer Co-ordinator.
- Improve outcomes for young carers across (Cheshire East) catchment by:
  - a. Co-ordinating and attending young carers Group Sessions.
  - b. To plan and deliver activities online or face to face
  - c. Creative approach to online tools, resources and how best to engage young people virtually
  - d. Identifying and supporting an increased number of young carers across your location.
  - e. Promoting professional understanding and support for young carers with a particular focus on partnership working and working within multiagency settings.
  - f. Supporting young carers to achieve well at school and enabling Young carers to access extra-curricular and social opportunities in line with their peers were practicable.
  - g. Short breaks – co-ordinate short breaks for young carers, source funds to support activities, including transport, activities and all relevant risk assessments.
  - h. Monitoring costs of session delivery and activities or trips
  - i. Maintaining appropriate communication with young carers and their families
  - j. Completing risk assessments for individuals and group activities
  - k. Collating feedback from young carers and parents / carers

- l. Recording relevant monitoring and evaluation information
- m. Contribute to and provide data and information to Young Carers Service Manager for the purpose of monitoring reports to our funders
- n. Consult with young carers to improve and shape the service
- o. Be the first point of contact for families and professionals.
- p. Arrange transport for young carers to and from group sessions and recreational activities
- q. Devising activities to support Young Carers Action Day and Carers week to raise the profile of the service

**Effectively case manage clients by:**

- Referrals – receive and process referrals for young carers project, ensure information is accurate and up to date, maintain clients list and track progress of referrals.
  - Assessment – to undertake appropriate assessments for young carers covering the geographical area.
  - Review / re-assess – To undertake appropriate reviews and re-assessments for young carers covering the geographical area.
  - If appropriate, to be aware of the CAF/TAF (Team around the Family), CIN (Child in Need) and CP (Child Protection) processes and requirements at times to report into multi agency meetings with the objective of improving the life chances and sharing the voice of the young carer/s.
  - Input information on to Upshot, our internal database, maintaining accurate information for monitoring purposes
- To work as part of young carers team providing cover for colleagues, holiday and sickness leave, or to investigate risk.
  - To assist in maintaining the quality of the young carers service, including Health and Safety issues.
  - Proactively work with the Young Carers Service Manager to develop the service, including attendance at relevant networking events and meetings.
  - Project Delivery, to include assisting the Young Carers Service Manager in effective delivery of projects for Crossroads Together, provide monitoring information, reporting on status of KPI's etc.
  - Report any urgent or serious staff or client related problems to the Young Carers Service Manager immediately.
  - Lead on communications around the young carers service, assisting in the production of communications and literature and providing support to the central Marketing team to promote services via website and social media.
  - Achieve, record and report on activities and outcomes. Prepare reports and monitoring data as required by the Young Carers Service Manager and Local Authority/fund provider.
  - Support young carers and their families to access additional funding to promote education, training and employment.
  - To assist in maintaining the quality of Children's Services including Health and Safety issues, highlighting and reporting areas of concern to the Young Carers Service Lead or other senior staff member.

- Undertake any other duties commensurate with the post holder's grade as requested by the Young Carers Service Lead.

## COMMUNICATION

- To be aware that any telephone contact made with the office is important.
- To maintain a sympathetic approach to service users or potential service users on the telephone and to be aware of their possible distress.
- Liaise with your line manager, work colleagues, trustees and personnel from other organisations as required.
- To be aware of the need for accurate message taking and to pass messages on effectively.
- To be aware of the Crossroads Together philosophy and be prepared to give general information about the scheme.

## OTHER TASKS

- To maintain good relationships with service users, voluntary, statutory organisations, colleagues, trustees, volunteers and members at all times.
- To operate the computer system utilising software as appropriate.
- To provide information relating to Crossroads Together to other organisations as required.
- To maintain an efficient filing system.
- To accept that adaptability is essential and that the needs of service users come first.
- To follow Crossroads Together Code of Conduct and values.
- To act in accordance with Crossroads Together policies, procedures and standards.
- To treat all carers and service users with respect and sensitivity recognising the need for confidentiality at all times.
- To participate in supervision, appraisal and training sessions to ensure that standards are consistently maintained.
- To maintain accurate records as directed and carry out any administration tasks as required.
- To work as part of a team, supporting colleagues and providing a flexible service. The role will also include working alone, adhering to Lone Working good practice, and managing own workload.
- To respect the personal choice of lifestyles of colleagues, carers and people with care needs ensuring that equal opportunity principles are applied at all times.
- To undertake any other duties commensurate with the level of the post.

- The contents of this job description may vary from time to time.

#### Hours of work

Your working hours are (37) and will be flexible in order to meet the needs of the Scheme and the families receiving help from the Scheme.

**IT IS IMPERATIVE THAT CONFIDENTIALITY BE RESPECTED. FAILURE TO MAINTAIN CONFIDENTIALITY CONSTITUTES GROSS MISCONDUCT AND WILL RESULT IN DISCIPLINARY PROCEEDINGS AND PROBABLE DISMISSAL.**

**PERSON SPECIFICATION**  
Young Carers Project Worker – Cheshire East 2021

REQUIREMENTS	ESSENTIAL	DESIRABLE
<b>EDUCATION &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>• A relevant and/or relatable qualification; <b>or time served in the youth, community , education or voluntary sector</b></li> <li>• Local Authority or similar children’s safeguarding training.</li> </ul>	<ul style="list-style-type: none"> <li>• Youth and community qualification</li> <li>• Qualification in social work, education, Psychology, further education or mentoring/life coaching or relatable qualifications .</li> </ul>
<b>PREVIOUS EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Working with young people</li> <li>• Experience in planning and organising group activities to meet the needs of the contract.</li> <li>• Experience of leading and managing groups of young people in a youth or educational setting</li> <li>• Have experience of presenting ideas or feedback to groups, for example as a presentation or feeding back the needs of a young person in a multiagency meeting.</li> <li>• Delivering workshops or training sessions for young people or professionals.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with commissioners/funders</li> <li>• Leading on safeguarding investigation and outcomes</li> <li>• Working in schools</li> <li>• Experience working in Voluntary Organisations</li> <li>• Leading on needs assessments for either children or adults/families</li> <li>• Experience of contract monitoring and delivery</li> </ul>
<b>SKILLS &amp; KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, oral and written</li> <li>• Excellent listening skills and adaptability to communicate to various client types.</li> <li>• Ability to manage resources effectively</li> <li>• Excellent customer care skills</li> <li>• Excellent IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with commissioners/funders</li> <li>• Experience of contract monitoring and delivery</li> <li>• Leading on safeguarding investigation and outcomes</li> <li>• Working in schools</li> <li>• Experience working in Voluntary Organisations</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to maintain good relationships</li> <li>• Ability to work on own initiative</li> <li>• Ability to negotiate</li> <li>• Organisational ability</li> <li>• Excellent customer care/customer focused skills</li> <li>• Be motivational and engaging with young people and present yourself in a way that would be considered as role model.</li> <li>• Able to demonstrate care and respect for vulnerable adults and children.</li> <li>• Ability to develop good working relationships with carers and people with care needs while maintaining appropriate personal boundaries</li> <li>• Ability to work as part of a team</li> <li>• Ability to work independently and take initiative whilst delivering support and working within Crossroads Together policies, procedures, guidance.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of tools used to assess young people wellbeing such as outcomes star or Myers Briggs and wellbeing scales.</li> <li>• Meeting and working to contract specifications such as award applications which requires evidence gathering.</li> <li>• Leading on needs assessments for either children or adults/families</li> <li>• Counselling skills or motivational interviewing skills</li> <li>• A working knowledge of Health &amp; Social Care particularly children's social care and early help service (or equivalent)</li> <li>• Understanding of parent carers, disabled children and the wider family's needs.</li> <li>• Ability to deliver presentations</li> </ul>
<b>ATTITUDE &amp; TEMPERAMENT</b>	<ul style="list-style-type: none"> <li>• Work well under pressure</li> <li>• Resilient</li> <li>• Empathetic</li> <li>• Ability to maintain good relationships</li> <li>• Professional attitude to job</li> <li>• Friendly, confident and approachable</li> <li>• Ability to prioritise workload</li> <li>• Driven to improve the outcomes for young people</li> </ul>	
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Clean driving licence &amp; car with a willingness to travel across all relevant locations as required</li> <li>• Reliable &amp; punctual</li> <li>• Flexible to meet service needs</li> <li>• Must be confident in talking over the phone, online or in meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• D1 mini bus license or a MiDAS (Minibus Driver Awareness Scheme) certificate.</li> </ul>