



JOB DESCRIPTION

1.	TITLE	Young carers in schools Project Worker
1.1	EMPLOYED BY	Crossroad Together (Crossroads Care CMM Ltd)
1.2	RESPONSIBLE TO	Young Carers Services Manager
1.3	RESPONSIBLE FOR	Volunteers/sessional workers (were appropriate)
1.4	LOCATION	Shropshire.

JOB PURPOSE

To support the development and delivery of a specialist young carers in schools programme to develop young carer friendly schools by raising awareness and increasing the identification of hidden young carers. Through this work, young carers will have improved, positive, experience at school both academically and socially.

The project will work in partnership with schools to tackle issues that lead to poor education attainment and low attendance levels as well as enabling young carers to experience improved emotional health and wellbeing.

This role will play a key role in engaging with young carers, offering drop-ins and 1:1 support as well as developing initiatives to support the aims of the project.

PRINCIPAL DUTIES AND RESPONSIBILITIES

To deliver a programme of work that includes:

- Improved understanding of issues faced by young carers in schools through training and support delivered to education, early help and social care colleagues
- Development and maintenance of a schools database
- Acting as a key point of contact for young carers within schools
- Promotion of, and support to achieve the Young Carers in Schools Award
- Supporting the establishment (education setting) to put in place a young carer champion
- Delivering regular drop ins during breaks, lunchtime and after school to provide an information, advice and advocacy point for young carers
- Walking through with the school the requirements needed to meet the YCiS award levels
- 1:1 sessions with young carers

- Supporting PSHE sessions to children and young people as part of school curriculum
- Encourage young carers to offer peer support to other young carers (particularly during the transition from primary to secondary school)
- Supporting the delivery of school assemblies
- Participating in local and national initiatives such as Young Carers Action Day and Carers Week.
- Support the development of whole school initiatives to showcase the work of the project, supporting the development of a range of tools, appropriate to different ages, to raise awareness of young carers in schools Informing identified young carers about practical support available and signposting them appropriately

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 and siblings covering the geographical area.
- Review / re-assess – To undertake appropriate reviews and re-assessments for young carers & siblings covering the geographical area.
- 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 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 Lead to develop the service, including attendance at relevant networking events and meetings.
- Project delivery, to include assisting the Young Carers Service Lead 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 Lead without delay.
- Contribute to 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 Lead and Local Authority

- 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 Registered Care Manager.

COMMUNICATION

- To be aware that any type of communication or contact made with any professional, colleague or client in any setting is important and should be given in a constructive and supportive manner.
- To maintain a sympathetic approach to service users or potential service users through which ever means you are using, being mindful of their possible distress and communicating with them politely, sensitively and in a supportive way.
- 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.
- 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 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 (22) 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 in Schools Project Worker – Shropshire 2021

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING	<ul style="list-style-type: none"> • A relevant and/or relatable qualification; or time served in the youth, community , education or voluntary sector • Local Authority or similar children’s safeguarding training. 	<ul style="list-style-type: none"> • Youth and community qualification • Qualification in social work, education, Psychology, further education or mentoring/life coaching or relatable qualifications.
PREVIOUS EXPERIENCE	<ul style="list-style-type: none"> • Working with young people in either groups or one-ones • In organising and running activities or workshops. • Providing person centred interventions to young people based on need. • Public speaking. Have experience of presenting ideas or feedback to groups (large and small), for example in an assembly, a presentation or feeding back on the needs of a young person in a multiagency setting. • Delivering workshops or training sessions for professionals or young people. 	<ul style="list-style-type: none"> • Experience of working with commissioners/funders • Experience of contract monitoring and delivery • Leading on safeguarding investigation and outcomes • Working in schools • Experience working in Voluntary Organisations • Experience of tools used to assess young people wellbeing such as outcomes star or Myers Briggs and wellbeing scales. • Meeting and working to contract specifications such as award applications which requires evidence gathering. • Leading on needs assessments for either children or adults/families
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Excellent communication skills, oral and written • Excellent listening skills and adaptability to communicate to various client types. 	<ul style="list-style-type: none"> • Counselling skills or motivational interviewing skills • A working knowledge of Health & Social Care particularly children’s social

	<ul style="list-style-type: none"> • Ability to manage resources effectively • Excellent customer care skills • Excellent IT skills • Ability to maintain good relationships • Ability to work on own initiative • Ability to negotiate • Organisational ability • Excellent customer care/customer focused skills • Be motivational and engaging with young people and present yourself in a way that would be considered as a role model. • Able to demonstrate care and respect for vulnerable adults and children. • Ability to develop good working relationships with carers and people with care needs while maintaining appropriate personal boundaries • Ability to work as part of a team • Ability to work independently and take initiative whilst delivering support and working within Crossroads Together policies, procedures, guidance. 	<p>care and early help service (or equivalent)</p> <ul style="list-style-type: none"> • Knowledge around the mental health and emotional needs of young people, for example understanding self-harm or suicidal ideation. • Understanding of parent carers, disabled children and the wider family's needs.
ATTITUDE & TEMPERAMENT	<ul style="list-style-type: none"> • Work well under pressure • Resilient • Empathetic • Ability to maintain good relationships • Professional attitude to job • Friendly, confident and approachable • Ability to prioritise workload • Driven to improve the outcomes for young people 	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Clean driving licence & car with a willingness to travel across all relevant locations as required • Reliable & punctual • Flexible to meet service needs • Must be confident in talking over the phone, online or in meetings. 	<ul style="list-style-type: none"> • D1 mini bus license or a MiDAS (Minibus Driver Awareness Scheme) certificate.