



## Job Description

<b>Job title:</b>	<b>Carer Engagement Link</b>
<b>Employed by:</b>	<b>Crossroads Together</b>
<b>Responsible to:</b>	<b>Lead Carer Advisor</b>
<b>Location:</b>	<b>Herefordshire</b>

### Job Purpose

The Carer Engagement Link will work in local communities to identify unpaid carers earlier and promote the offer of the CarerLinks service. Working in partnership with all relevant stakeholders, the Engagement Link will provide support and facilitate making the voices of carers heard and insuring carers only need to tell their story once.

### Key Responsibilities

- Develop a comprehensive understanding of carer support within a designated area.
- Establish and maintain excellent working relationships with statutory, voluntary and community groups in order to promote the CarerLinks offer for carers.
- Develop and implement effective ways of engaging unpaid carers across the service to support
- Develop partnership work in local market towns to initiate new forms of support for carers and ensure that the existing provision is accessible and open to carers.
- Work alongside the Carer Advisors to organise outreach surgeries in each of the main local market towns, delivered in local hubs, via various different digital platform and/or with other community partners; to bring carers together for support, advice and information.
- Survey and analyse unpaid carers activities, needs and priorities
- Organise and manage high quality stakeholder meetings, events, member forums, webinars etc. Contribute to external events and meetings. Deliver presentations and workshops on relevant topics for the carers and professionals.
- To support the Adult Carers Services Manager and Lead Carer Advisor to develop a Carers Forum(s) across all age groups and service areas to support development and design of services, activities and events

- Manage and contribute to the Carer Portal ensuring content is up-to-date, relevant and support carers to use if they are experiencing difficulties
- Build relationships with carers to increase numbers of carers attending activities and accessing support
- Build relationships with external professionals to increase referrals into the service
- To support volunteers and carers to deliver carer groups ensuring impact measurement is consistent and evaluation tools are being utilised.
- Work with the Adult Carer Services Manager and Lead Carer Advisor in promoting Crossroads Together by attending and delivering presentations and talks to local groups and organisations on the role and work of the organisation
- Alongside the Volunteer Resource Advisor, recruit and support locally based volunteers, including current or former carers, to offer support, information and help to carers through befriending, at the carers groups and through telephone or online contact
- To co-ordinate the distribution of the service newsletter
- To contribute, collect content for the service newsletter and engage with carers in receipt of the information, that it is set for purpose and make changes based on feedback, if needed
- To send out surveys, feedback evaluation forms and be the first point of contact for carers if support is needed
- To undertake any other duties that may be considered commensurate with the level of the post

## **Monitoring**

- Monitor, record and report on project engagement numbers
- Work with the Lead Carer Advisor to ensure monitoring returns are completed on time and that compliance, outcomes and budgets are met for service delivery within the requirements of the contracts
- Track and monitor how and where referrals are coming from
- To monitor and collate feedback from service evaluations

## **General Responsibilities**

- To contribute to effective team working across the organisation including all trustees, staff and volunteers.
- At all times to act in accordance with Crossroads Together Code of Conduct and Confidentiality Policy.
- To assist Crossroads Together in its commitment to promote and provide high quality services to carers and service users adhering to Crossroads Together Policies and Procedures and the Care Quality Commission Inspection standards.

- To attend study days/training courses for professional development and to meet the requirement of the organisation.
- Support the Adult Carers Services Manager to ensure that the range of services delivered meets the needs of carers and is an efficient and effective use of the resources available to the organisation, the budgets and within the contract requirements.
- Support the Lead Carer Advisor with building and developing partnerships with local community based services, so Crossroads Together are able to utilise resources and a broader range in which we can reach unsupported and unrecognised carer
- To attend team meetings, supervision and appraisal meetings with the relevant line manager.
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Crossroads Together quality evaluation tools along with any other standards set.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- Energy Efficiency - To actively promote and uphold efficiency in all areas and be aware of own environmental responsibility within the office, community, role and responsibility including reusing, recycling and reducing materials
- To ensure that delivery of the service is underpinned by a commitment to equality of opportunity and diversity.
- To undertake any other duties as determined by the Area Manager commensurate with the nature of the role

## Hours of work

Working hours will be predominantly 37 hours per week, 9am – 5pm over five days (Days negotiable). There will be a need to be flexible, in order to meet the needs of the carers receiving support and may involve evening and weekend working.

**Closing date for applications: 5pm on 12<sup>th</sup> December 2021**  
**Interviewing on: 17<sup>th</sup> December 2021**

**Person Specification**

**Post of: Carer Engagement Link**



Essential	Desirable
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of using IT packages including, word, excel, Care ICT packages and Microsoft forms</li> <li>• Good understanding of social media platforms and the ability to develop use to support carers to engage with the service</li> </ul>	
<p><b>Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively both within the organisation and externally</li> <li>• Excellent people management skills</li> <li>• Ability to work as part of a team</li> <li>• Ability to prioritise own workloads</li> <li>• Ability to make decisions</li> <li>• Ability to manage resources effectively</li> <li>• Excellent customer care skills</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding the need for Internal Audits to ensure the organisation is meeting its own quality standards or contractually required standards. .</li> <li>• An understanding of how public sector bodies work</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• A knowledge of and a commitment to equal opportunities and diversity</li> <li>• Understanding safeguarding issues and the procedures to follow</li> <li>• An understanding of carers’ issues</li> <li>• Comprehensive knowledge of care practice including health and safety and legislation</li> <li>• Understanding the importance of policies and procedures in the workplace</li> <li>• An understanding of disability and impact on the cared for and the carer.</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of Crossroads Together practice policy and procedure (which can be developed in role)</li> </ul>
<p><b>Specific requirements</b></p> <ul style="list-style-type: none"> <li>• Car driver, with access to own vehicle</li> <li>• Willingness to travel between and work at other sites</li> </ul>	