



Job Description

Job title:	Young Carer Practitioner
Employed by:	Crossroads Together
Responsible to:	Young Carers Services Manager
Responsible for:	Sessional Worker / Volunteers
Location:	Cheshire West

Job Purpose

The Young Carer Practitioner will work in local communities to support and identify unpaid young carers and 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 and the budget. Working in partnership with all relevant stakeholders, the Young Carers Practitioner will provide support and facilitate making the voices of young carers heard and insuring they only need to tell their story once.

The Young Carer Practitioner will need to proactively support and provide information and advice to help Young Carers reach their full potential. Offer and facilitate 1-1, activity support to reduce the impact of caring, improve health and wellbeing and build resilience.

Key Responsibilities

- Be the first point of contact and contact new Young Carers and their families, to induct them to the service
- Develop a comprehensive understanding of young carer support within a designated area.
- Organise, facilitate and attend young carers Group Sessions
- Arrange transport for young carers to and from group sessions and recreational activities
- Use the “Carers Outcome Star- My Star” to provide a personalised assessment of need and assistance in planning to achieve improved outcomes. Offer information regarding available services. Provide 1:1 support and advice to young carers through home visits, telephone contact and remote sessions
- Improve outcomes and develop a comprehensive understanding for young carers within a designated area (Cheshire West)

- Be involved in multi-agency support for Young Carers and their families, and where appropriate take the Lead within a professional role, and involve other agencies
- Develop and deliver, in partnership with Young Carers and their family, support plans that are proportionate to their assessed needs and support Young Carers to thrive and develop, fulfil education and employment opportunities, that gives them the skills to care, and provides their family with access to information and advice i.e. debt, income, benefits, planning for emergencies etc.
- Undertake regular reviews of Young Carers needs and their support plans
- Develop links with a broad range of referral agencies, and signpost and refer Young Carers and their families to statutory and voluntary services which meets their needs
- Provide line management and support to Sessional Support Workers and Volunteers.
- Recruit and support locally based volunteers, including current or former young carers, to offer support, information and help to young carers through befriending. Oversee volunteers for the young carers service, including implementing supervisions
- To develop, plan and deliver activities that works within a resilience framework model both online and face to face
- To work with a creative approach to online tools, resources and how best to engage young people virtually. Using technology and social media to provide information, advice, and support, including peer support for Young Carers
- Promoting professional understanding and support for young carers with a particular focus on partnership working and working within multiagency settings.
- Receive and process referrals for young carers project, ensure information is accurate and up to date, maintain clients list and track progress of referrals.
- Deliver support to Young Adult Carers (16-18), to understand their caring role and aspirations as a young adult, to provide information on adult services, benefits and rights affecting adult Carers, support them to make informed decisions, and to move them into the Adult Carers service
- Develop and deliver community-based peer support opportunities for groups of Young Carers i.e. peer support groups, activities, trips, training, and courses, including evening, weekend and out of term time, to provide respite, reduce isolation, learn skills to care and life skills, and promote health and wellbeing
- Establish and maintain excellent working relationships with statutory, voluntary and community groups in order to build a library of support links for the Young Carers
- Provide information and support to Young Carers on how to understand the condition of the person they care for and provide links into health and social care services to reduce their worry
- Implement effective ways of engaging and supporting unpaid young carers across the service in the full range of connecting young carers to support
- Develop partnership work in local towns to initiate new forms of support for carers and ensure that the existing provision is accessible and open to young carers
- Build relationships with carers to increase numbers of young carers attending activities and accessing support

- To support volunteers and carers to deliver carer groups ensuring impact measurement is consistent and evaluation tools are being utilised.
- To assist in maintaining the quality of the young carers Service, including Health and Safety issues.
- Report any urgent or serious staff or client related problems to the Young Carers Service Manager without delay.
- Support the Engagement Champion around the young carer's 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.
- To assist in maintaining the quality of the young carers service, including Health and Safety issues.
- To work as part of young carers team providing cover for colleagues, holiday and sickness leave, or to investigate risk.
- 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.
- To undertake any other duties that may be considered commensurate with the level of the post

Monitoring

- Monitor, record and report on project referral numbers
- Work with the Young Carers team 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
- Support the Engagement Champion to track and monitor how and where referrals are coming from
- 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.
- Input information on to Upshot, our internal database, maintaining accurate information for monitoring purposes

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 for carers and ensuring that you work within Legislation set out for Carers, adhering to Crossroads Together Policies and Procedures and the Crossroads Together values are at the forefront of the young carers services
- To attend study days/training courses for professional development and to meet the requirement of the organisation.

- Support the Services Manager 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 carers
- 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 comply with the Children and families Act 2014 and Care Act 2014 paying particular attention to the rights of young carers and to improve how young carers and their families are identified and supported
- 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
- Work within the organisations Safeguarding Policies, this will include completing safeguarding training to ensure that you have a good understanding of safeguarding concerns, including potential abuse and neglect of children, young people and adults
- Work within the organisations Quality and Information Governance Policy

Hours of work

Your working hours are 37 hours, 9am – 5pm over five days. 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: 13th December 2021
Interviewing on: Week commencing 13th December 2021

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • A relevant and/or relatable qualification; or time served in the youth, community , education or voluntary sector • Experience of using IT packages including, word, excel, Care ICT packages and Microsoft forms • Experience of providing individualised 1-2-1 support to children and young people, including sensitively discussing and gathering information • Local Authority or similar children’s safeguarding training. • Experience of children’s and youth work, including developing and delivering groups • Experience of supporting people to access information and services to meet their needs • Experience of monitoring and evaluating outcomes for individuals • Experience delivering presentations to groups • Experience of working in partnership with peers to achieve an overall goal • Experience of leading and managing groups of young people in a youth or educational setting • Experience in planning and organising group activities to meet the needs of the contract. • 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. Delivering workshops or training sessions for young people or professionals. 	<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 • Experience of supervising Sessional Workers and/or volunteers • Knowledge and understanding of child protection procedures and their implications for family support services • Experience of using social media • Experience of working in a whole family approach

Skills & Abilities

- Ability to communicate effectively both within the organisation and externally
- Ability to listen and communicate effectively with a wide range of individuals
- Ability to work as part of a team
- Ability to make decisions and prioritise own workloads
- Ability to manage resources effectively
- Excellent customer care skills
- Ability to motivate and encourage others
- Excellent communication skills; oral and written
- Excellent listening skills and adaptability to communicate to various client types
- Be motivational and engaging with young people and present yourself in a way that would be considered as role model
- Ability to develop good working relationships with carers and people with care needs while maintaining appropriate personal boundaries

- Understanding the need for Internal Audits to ensure the organisation is meeting its own quality standards or contractually required standards. .
- An understanding of how public sector bodies work
- Experience of working with commissioners/funders
- Experience of tools used to assess young people wellbeing such as outcomes star or Myers Briggs and wellbeing scales
- Counselling skills or motivational interviewing skills
- Understanding of parent carers, disabled children and the wider family's needs

Knowledge

- A knowledge of and a commitment to equal opportunities and diversity
- Understanding safeguarding issues and the procedures to follow
- An understanding of carers' issues
- Comprehensive knowledge of care practice including health and safety and legislation
- Understanding the importance of policies and procedures in the workplace
- An understanding of disability and impact on the cared for and the young carer.

- Comprehensive knowledge Crossroads Care practice policy and procedure (which can be developed in role)

Specific requirements

- Car driver, with access to own vehicle and be able to work across Cheshire East
- Prepared, flexible and able to undertake duties outside of the hours Monday – Friday, 9am – 5pm.
- Willingness to travel between and work at other site