



JOB DESCRIPTION



1. TITLE	Young Carers Lead Practitioner
1.1 EMPLOYED BY	Crossroad Together
1.2 RESPONSIBLE TO	Young Carers Services Manager
1.3 RESPONSIBLE FOR	Young Carers Practitioner, Sessional Support Worker/Volunteers
1.4 LOCATION	Cheshire West and Chester

JOB PURPOSE

The Young Carers Lead Practitioner will be the first line of supervisory support to the team of Young Carer Practitioners, volunteers and Sessional Workers in the Cheshire West location. This role will be key in supporting the Young Carer 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 the Crossroads Together criteria.

The role requires working with commissioners, social care and early help staff as well as education and other agencies to improve the outcomes in Cheshire West.

The Young Carers Lead 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

- Develop a comprehensive understanding of young carer support within a designated area
- To manage and built strong working relationships across Cheshire West with professionals, young carers and their families.
- To work with the commissioners and in line with the carers strategy, finding creative solutions to the needs of young carers and enhance and maintaining the strong reputation of the Young Carer Service in Cheshire West
- Improve outcomes for young carers across Cheshire West catchment by:
 - a. Co-ordinating and attending young carers Group Sessions.

- b. Identifying and supporting an increased number of young carers across your location.
- c. Promoting professional understanding and support for young carers with a particular focus on partnership working and working within multiagency settings.
- d. 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.
- e. Short breaks – co-ordinate short breaks for young carers, source funds to support activities, including transport, activities and all relevant risk assessments.
- f. Maintaining appropriate communication with young carers and their families
- g. Completing risk assessments for individuals and group activities
- h. Collating feedback from young carers and parents / carers
- i. Consult with young carers to improve and shape the service
- j. Be the first point of contact for families and professionals.
- k. Arrange transport for young carers to and from group sessions and recreational activities
- l. Devising activities to support Young Carers Action Day and Carers week to raise the profile of the service

- Effectively case manage clients by:
 - a. 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.
 - b. Assessment – to undertake appropriate assessments for young carers covering the geographical area.
 - c. Review / re-assess – To undertake appropriate reviews and re-assessments for young carers covering the geographical area.
 - d. Where needed, to contribute and attend multi-agency meetings for the young people we support
- To assist in maintaining the quality of the young carers Service, including Health and Safety issues.
- 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
- To work as part of young carers team providing cover for colleagues, holiday and sickness leave, or to investigate risk.
- Support young carers and their families to access additional funding to promote education, training and employment.
- 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.

- 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 Children's Services including Health and Safety issues, highlighting and reporting areas of concern to the Young Carers Service Manager or other senior staff members.

Leadership

- Manage relationships with partnership providers. Linking in with Local Authority Commissioners, Carer Partnership Board, social carers, early help and prevention and third sector teams to promote the service and establish working relationships for the benefit of the service.
- Manage the co-ordination and logistics of personnel, including volunteers and resources in order that the aims and objectives of the service are implemented.
- Oversee volunteers for the young carers service and support of local volunteers and driving local recruitment by working alongside central Volunteer Co-ordinator.
- Provide line management and support to Young carers Practitioners, Sessional Support Worker and Volunteers. Completing supervisions, appraisals and one-ones to ensure they are informed and supported to complete their roles.
- Proactively work with the Young Carers Service Manager to develop the service, including attendance at relevant networking events and meetings.
- Ensure the young carers staff team report any urgent or serious staff or client related problems without delay.
- Deliver and develop 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
- 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
- To maintain and ensure the Young Carers team have an efficient filing system.
- 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

- 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

Monitoring

- Monitor costs of session delivery and activities or trips
- Record relevant monitoring and evaluation information
- Produce accurate and comprehensive monitoring reports to our funder
- Maintain accurate information for monitoring purposes, running reports and providing data as requested.
- Monitor incoming referrals in accordance with Crossroads Together policies and procedures. Support Young Carer Practitioners 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.
- Record and report on activities and outcomes. Prepare reports and monitoring data as required by the Young Carers Service Manager and Local Authority
- Support the Young Carers Practitioners 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.
- Assist the Young Carers Service Manager in effective delivery of projects for Crossroads Together, provide monitoring information, reporting on status of KPI's etc.

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.

General Responsibilities

- To contribute to effective team working across the organisation including all trustees, staff and volunteers.
- To maintain good relationships with service users, voluntary, statutory organisations, colleagues, trustees, volunteers and members at all times.
- 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 operate the computer system utilising software as appropriate.
- 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 comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To attend team meetings, supervisions and appraisal meetings with the relevant line manager and training sessions to ensure that standards are consistently maintained.
- To have a commitment to developing quality by the implementation of Crossroads Together quality evaluation tools along with any other standards set.
- To accept that adaptability is essential and that the needs of service users come first.
- To treat all carers and service users with respect and sensitivity recognising the need for confidentiality at all times.
- To maintain accurate records as directed and carry out any administration tasks as required.
- 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 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.
- 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
- Undertake any other duties commensurate with the post holder’s grade as requested by the Young Carers Service Manager

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 Service.

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

Post of: Young Carer Lead Practitioner .



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 	<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

<ul style="list-style-type: none"> • 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. • Experience of leading and managing services teams • Experience in dealing with safeguarding concerns and local authority processes in relation to safeguarding • Experience of dealing with and working with young people and families with complex home circumstances 	<ul style="list-style-type: none"> • Experience of working in a whole family approach • Outcome star or similar • mentoring/life coaching • Qualification is social work, education, youth work, psychology are advantageous but not essential • Local Authority or similar children’s safeguarding training. • Experience of line managing staff and volunteers • Experience of carrying out needs assessments for young people and their families. • Experience of working as part of a multiagency team such as TAF, CIN and CP.
<p>Skills & Abilities</p> <ul style="list-style-type: none"> • Ability to communicate effectively both within the organisation and externally in an open, warm and informative manor • Ability and skill to curate and deliver presentations to groups online or face to face • Ability to generate detailed, informative and well-presented reports for commissioners or potential funders • Ability to work as part of a team • Ability to prioritise own workloads • Ability to autonomously and to make decisions • Ability to manage resources effectively • Outstanding customer care skills • Ability to inspire and motivate the young carers and the young carers team • Excellent customer care skills • Be motivational and engaging with young people and present yourself in a way that would be considered as role model 	<ul style="list-style-type: none"> • 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

<ul style="list-style-type: none"> • Ability to lead and work as part of a team • 	<ul style="list-style-type: none"> • Understanding of parent carers, disabled children and the wider family's needs
<p>Knowledge</p> <ul style="list-style-type: none"> • A knowledge of and a commitment to equal opportunities and diversity • Understanding safeguarding issues and the procedures to follow • An understanding of issues and challenges facing young carers • Understanding the importance of policies and procedures in the workplace • An understanding of disability and impact on the cared for and the young carer. 	<ul style="list-style-type: none"> • Understanding of parent carers, disabled children and the wider family's needs. • Comprehensive knowledge Crossroads Together practice, policy and procedure (which can be developed in role) • Comprehensive knowledge of care practice including health and safety and legislation • Commitment to work to Crossroads Together values
<p>Attitude and temperament</p> <ul style="list-style-type: none"> • Willing to be open minded and to have a growth mind-set • Understand the need to be a role model • Resilient and motivated to improve the outcomes for young people • Caring and Empathetic 	
<p>Specific requirements</p> <ul style="list-style-type: none"> • Car driver, with access to own vehicle • Willingness to travel between and work at other sites • Willing to work evenings to support service delivery 	