

## CARER SUPPORT WILTSHIRE

### Job Description

<b><u>Job Title</u></b>	Carer Involvement and Training Officer
<b><u>Accountable to</u></b>	Reaching Communities Team Leader
<b><u>Responsible for</u></b>	No line management responsibility
<b><u>Geographical Area</u></b>	Wiltshire, flexibly based at Home
<b><u>Hours of Work</u></b>	21 hours per week plus occasional weekend/evening
<b><u>Grade</u></b>	£23,541 - £25,991 (FT equivalent)
<b><u>Contract</u></b>	Permanent

### **Purposes of the Post**

1. To manage carers Support Wiltshire's carer involvement and engagement work, manage requests from internal and external sources for carer input, and plan and monitor attendance at carer groups
2. To facilitate, co-ordinate and develop a broad range of carers' groups across Wiltshire, and facilitate Wiltshire Carers Forum (WCF) meetings
3. To source and manage carer training, working with training providers across the county to ensure quality training is provided.

### **Key duties and responsibilities:**

1. **To maintain database of Carer Involvement carers by:**
  - a. Identifying carers who wish to share their experience and knowledge and recording this information in Charity Log
  - b. Matching Carer Involvement carers to suitable requests for input
  - c. Checking and authorising carer expenses and timesheets for carer involvement work
  - d. Produce reports on carer involvement activity internally and externally Wiltshire Council
  - e. Maintaining accurate records of carer involvement activity
2. **Facilitate, co-ordinate and develop a broad range of Carers' groups across Wiltshire, and facilitate Wiltshire Carers Forum (WCF) meetings by:**
  - Preparing training or other materials suitable for each group
  - Administering all such groups, including:
    - Publicising events, ensuring coverage in internal and external newsletters and websites, developing and distributing flyers, posters and leaflets, in conjunction with the

Communications and PR Officer

- Delivering targeted mailshots to invite new carers to groups
- Implementing robust quality assurance feedback mechanisms and ensure they are in place covering all aspects of the group and the effectiveness of the group in achieving its goals
- Analysing the attendance and quality assurance feedback of all groups, to feed into the development of the groups service
- Assisting in agreeing a budget for group work in conjunction with the service delivery team leader and senior management team, and ensure that expenditure on groups remains within that budget
- Planning and facilitating Wiltshire Care Forum meetings
- Ensuring that four carers are elected from WCF to attend the quarterly Wiltshire Carers Action Group meetings

**3. To facilitate, co-ordinate and develop a comprehensive range of learning / training opportunities for carers by:**

- Developing and co-ordinating a rolling programme of training for carers by proactively leading the work of the carer training partnership of key voluntary, public and private sector organisations
- Assisting in identifying carers who would benefit from training / information sessions and promoting training to them inclusive of online training
- Sourcing new training opportunities to meet identified carer needs inclusive of applying for internal CSW grants
- Enlisting and co-ordinating trainers who will deliver the programme. These will include Age UK, Alzheimer's Support, Alzheimer's Society, Citizens Advice, RELATE, Wiltshire Blind, British Red Cross, care homes, etc.
- Actively promoting the service to carers through a range of publicity materials including leaflets, posters and website information
- Ensuring the service is accessible and promoted too hard to reach carers
- Developing the referral process using Charitylog database and preparing written documents that provide information about the service and opportunities available, its aims and objectives
- Ensuring that potential referrers have the appropriate information on services / opportunities on offer, as well as any relevant referral processes and eligibility criteria
- Maintaining accurate and up to date training records for carers
- Working within a quality assurance framework, keeping records and developing systems to monitor the quality of the programme

### **Additional Occasional Responsibilities**

As a member of a small team, the post holder will be expected as necessary to support colleagues by:

- Identifying appropriate sources of information, advice, benefits, equipment and services which carers can access, and updating shared resource information to reflect this
- Actively contribute and participate in publicity events and represent Carer Support Wiltshire in a positive manner and to raise awareness of carers' needs
- Sharing good practice
- Ensuring your own support needs in managing your work are met
- Attending regular one to one line management meetings.

### **General Requirements**

The post holder will be expected to:

- Possess the essential skills as detailed in the person specification
- Adhere to and uphold Carer Support Wiltshire's mission, vision, values, strategic aims and policies
- Act with integrity and maintain the highest professional standards at all times
- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers
- To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings
- Actively identify own training needs and personal development, and to participate in training sessions when required
- A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder

**Person Specification: Carer Involvement and Training Officer**

**Important: A person specification is an accepted method of identifying who, from a range of candidates for a post, most closely matches the needs of the organisation and the tasks outlined in the job description. It will be used at both short-listing and interview stages. The person specification is issued with the job description so that the applicants can make judgements themselves about their ability to do the job. When completing the application form please mention your abilities for each section of the person specification, failure to do so may affect your short-listing score.**

		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	A good standard of education, 5 GCSE grades C+ above	Yes	
<b>Experience</b>	Understanding of Carers' needs and issues	Yes	
	Working with voluntary and/or statutory agencies	Yes	
	Prioritizing work and dealing with competing demands	Yes	
	Working flexibly as part of a team	Yes	
	Following processes and accurately recording data	Yes	
	Facilitation, co-ordination, development and evaluation of learning and training activities	Yes	
	Maintaining training records		Yes
	Dealing with confidential issues	Yes	
	Working within and maintaining professional boundaries	Yes	
	Working in and with multi-disciplinary teams		Yes
	Collating information for senior managers, and providing regular update reports		Yes
<b>Knowledge</b>	Knowledge of Health, Social Care and VCSE service provision		Yes
	Knowledge of Government legislation relating to carers		Yes
	Knowledge of health and safety, in particular undertaking risk assessments	Yes	
<b>Interpersonal Skills</b>	Excellent listening skills	Yes	
	Excellent verbal communication skills	Yes	
	Excellent written communication skills	Yes	
	Empathetic and trustworthy, good at building relationships	Yes	
	Warm telephone manner	Yes	
	Ability to communicate with the public and professionals	Yes	

<b>Technical Skills</b>	Computer literate – working knowledge of Office, databases etc.	Yes	
<b>Qualities</b>	Commitment to high quality Carer focused services	Yes	
	Commitment to equality of opportunity	Yes	
	Organized approach to work	Yes	
	Ability to work well under pressure	Yes	
	Ability to work independently	Yes	
	Attention to detail	Yes	
	Able and willing to work flexibly	Yes	
<b>Other</b>	Work in other locations, or at times outside normal working hours (i.e. in the evenings or at weekends) on an occasional basis, as required by the organisation	Yes	
	Have access to car and be able to drive	Yes	



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