

CARER SUPPORT DORSET

Job Description

Job Title:	Keeping in Touch Coordinator
Accountable to:	Dorset Team manager
Responsible for:	Keeping in touch volunteers
Geographical Area:	Flexible. Main office base Dorset Carer office, Ferndown.
Hours of Work:	22.5 hours per week Monday to Friday (Flexible working considered)
Pay scale:	£ 23,776. – FTE pro rata

Introduction

Carer support Dorset is the leading care support organisation in Dorset. We provide a variety of services in the Dorset County as well as providing a platform for unpaid carers to have their voice heard on the many challenges they are faced with each day. Our aim is to empower carers to be experts in their own care and live the lives they want to lead. In addition we aim to enable carers to access support and services to meet their needs at times when they need them by creating communities and services where carers are treated equally in all aspects of their lives.

Carer Support Dorset is part of Carer Support Wiltshire and constitutes as one organisation providing service to unpaid carers in Wiltshire and Dorset

Purpose of the Role

To provide a light touch support services for carers following their registration with Carer support Dorset with the aim to keep up to date with the carers current needs and intervene where appropriate to avoid crisis situations through referral to the carer case workers at Dorset Carer Support

Key duties and responsibilities:

1. To support carers following their registration with our service, through a telephone base contact service in a timed process e.g. 3,6,9,12 month intervals
2. To offer a light touch support call services to combat social isolation, provide reassurance of support and where applicable signpost to relevant service both internal and external services and communities
3. Together with the Volunteering team recruit and manage a small team of volunteers who provide the supporting Keeping in Touch calls to our registered carers
4. Engage and Establish links with Dorset based partners and stakeholder with the aim to refer individual carers where applicable
5. Keep accurate records of carers who are contacted through the Keeping in touch service.
6. Provide regular reports of the service to the Dorset Team manager for the purpose of reporting duty to our Dorset commissioners.

Additional Occasional Responsibilities

As a member of the 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 and Dorset in a positive manner and to raise awareness of carers' needs
- Identify resource opportunities through the formed relationships with external partners and stakeholders e.g. wellbeing boards etc. Where applicable, relay information to the CSW fundraising team and communications team if opportunities arise.

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 and Dorset's mission, vision, values, strategic aims and policies
- Act with integrity and always maintain the highest professional standards
- 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 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

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder

Employer signature: _____

Employee Signature: _____

**Carer Support Wiltshire
Person Specification: Volunteer Co-ordinator**

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.

		Essential	Desirable
Qualifications	A good standard of education, GCSE grades C+ above	Y	
	Professional qualification e.g. ILM level 3 or above		Y
Experience	Understanding of the issues of Carers and to have specific interest in supporting all adult Carers	Y	
	Understanding of Personalisation in Health and Social Care		Y
	Experience of managing projects	Y	
	Awareness of the role of Carers, the issues and the diverse needs they may have	Y	
	Managing volunteers	Y	
	Understanding of different pathways in volunteering	Y	
	Working with voluntary and/or statutory agencies		Y
	Working in a busy office environment	Y	
	Ability to prioritize work and deal with competing demands	Y	
	Ability to work as part of a team and alone, and under pressure	Y	
	Delivering training	Y	
	Dealing with confidential issues	Y	
	Working with groups	Y	
	Ability to demonstrate adaptability within a rapidly changing environment	Y	
	Experience of using a database to run reports	Y	
Knowledge	Knowledge of Health and Social Care Issues, of care in the community and of the Voluntary Sector	Y	
	Knowledge of Government legislation relating to Carers		Y
	Knowledge of the increasing role of volunteers in Health and Social Care	Y	
	Have up to date knowledge of GDPR and data protection	Y	
Interpersonal Skills	Good verbal, written and presentation communication skills	Y	
	Listening skills	Y	
	Empathy / ability to build relationships	Y	
Technical Skills	Computer literate – good working knowledge of Office, databases etc.	Y	
Qualities	Commitment to high quality Carer focused services	Y	
	Organized approach to work	Y	

	Enthusiasm and good sense of humor	Y	
Other	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	Y	
	Have access to car and be able to drive	Y	