



Lanarkshire Carers Centre  
Job Description

**Job title** Carer Support Worker

**Salary Scale** Lanarkshire Carers Centre Salary Point 23 - 29

**It is Lanarkshire Carers Centre policy that all applicants will start at the first incremental point of this scale.**

Workplace Pension Scheme available

**Hours** 35 hours per week – flexible to include evenings & weekends

**Location** Based between Hamilton Centre, Airdrie base and localities. The post holder will work on an outreach basis in venues across Lanarkshire

### **Background to Lanarkshire Carers Centre**

Lanarkshire Carers Centre works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire.

The vision of Lanarkshire Carers Centre is underpinned by a commitment to place carers at the heart of the organisation and ensure that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers Centre delivers a comprehensive range of information, advice and support services. The work is delivered from our registered office in Hamilton, a base in Airdrie, and in locality settings throughout Lanarkshire.

The Mission statement of Lanarkshire Carers Centre is to ensure that carers in Lanarkshire are well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative and emotional support is available to carers at an early stage and ongoing throughout their caring journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers Centre is governed by a voluntary Board of Directors most of whom are carers.

## **Main Purpose of the job**

The post holder will be responsible to a member of the management team within the organisation and work closely with staff, volunteers, carers and partner organisations to develop, plan and deliver comprehensive information, advice and support services for carers in Lanarkshire.

## **Responsibilities of the post**

- Raise awareness of and identify carers
- Provide information and advice to carers
- Signpost and refer carers to other services
- Provide individual and group work support to carers
- Provide emotional and practical support to carers
- Assist carers with Letter Writing/Form Filling
- Supporting carers with negotiation, advocacy and mediation at meetings that impact their caring role.
- Contact carers in outreach locations including home visits
- Assist in developing carer led services in line with the business plan for the organisation
- To ensure carers have access to a variety of opportunities and resources to support them in their caring role
- Delegated responsibility for specific work areas and functions within the organisation
- Ensure carers are aware of their statutory rights, particularly in relation to the local Strategies and the Carers (Scotland) Act, 2016
- To promote carers as equal partners in care and assist carers to achieve the outcomes within this framework
- To facilitate links between the statutory, voluntary and private sectors on matters affecting carers
- To encourage and enable carers to constructively voice their needs and issues
- Develop individual Adult Carer Support Plan/Carers Journey
- Assist carers to agree Emergency and Future Plans
- Develop and facilitate Carer Support Groups based on identified need
- Promote and develop Lanarkshire Carers Centre services
- Contribute all work areas within the organisation including, group work, events, fundraising, volunteer development, carer training, short breaks, Respite, young adult carers, male carers and other group
- Maintain accurate records on the Carer Information System to ensure efficient documentation of all areas of service offered by the post holder and provide data to be used for monitoring progress, identifying need and influencing future planning of services for carers
- Provide reports, case studies and background information required for the performance managements arrangements of the organisation
- Adhere to all policies and procedures of Lanarkshire Carers Centre
- Represent Lanarkshire Carers Centre as required
- Contribute to team meetings, working groups, activities and events

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive, while some variation can be expected in particular duties the outline is considered to provide a reasonable general description of the post.

**Carer Support Worker  
Person specification**

|                                      | <b>Essential</b>  | <b>Desirable</b>   |
|--------------------------------------|---|--|
| <b>Qualifications and Education</b>  | Good general education and relevant experience with transferrable skills  | Relevant qualification in health, social care or community development   |
| <b>Experience</b>                    | Direct experience of: <ul style="list-style-type: none"> <li>• Working on own initiative</li> <li>• Group work skills</li> <li>• Inter agency work</li> <li>• Presentation skills</li> <li>• Administration skills</li> </ul>   | Previous experience in a similar role<br><br>Work of Lanarkshire Carers Centre<br><br>Welfare system   |
| <b>Skills, knowledge and ability</b> | Understanding of carers issues<br><br>Good working knowledge of ICT Information System and Microsoft Office<br><br>Understanding of issues related to health and social care<br><br>Awareness of local and national policy relevant to carers<br><br>Good communication skills<br><br>Ability to plan and organise own work load working individually and as part of a team<br><br>Ability to collate reports and organise effective record keeping<br><br>Understanding of organisation policy and how this informs practice | Working with carers<br><br>Support Planning<br><br>Working with or within the voluntary sector<br><br>Health & Social Care services<br><br>Report writing<br><br>Public speaking<br><br>Ability to respond to new situations<br><br>Ability to demonstrate initiative, develop and implement new ideas |
| <b>Personal Attributes</b>           | Able to maintain good working relationships with people at all levels<br><br>Confident, flexible and approachable<br><br>Excellent interpersonal skills<br><br>Sensitive approach towards the situation, needs and challenges faced by carers<br><br>Understanding of and commitment to Equal Opportunities   | A commitment to inter-agency working<br><br>A commitment to community development approach   |
| <b>Other</b>                         | Driving licence and daily access to car<br><br>This post entails work with vulnerable people and the post holder will require to be a registered member of the Protecting Vulnerable Groups Scheme (PVG) for Adults   |  |

