

Job Description

Title: Family Worker Young Carers Service Luton

Reporting to: Manager/Head of Service

Accountable to: Operations and Development Director

JOB PURPOSE:

The family worker will be responsible for assisting the manager in the delivery of the Young Carers Service in Luton. The role will involve supporting service users across all ages in school groups, social groups and during activity events as well as assessing need. The role will involve ensuring accurate records and data are recorded in line with CHUMS policies and procedures.

DUTIES AND RESPONSIBILITIES

Communication and Relationships:

- Provide Young Carers assessment to children, young people and their families. This may include the completion of an Early Help Assessment. All assessments include a risk assessment within CHUMS
- Plan and deliver school based monthly support groups
- Deliver and/or support monthly social groups outside of school hours including occasional residential trips
- Plan, risk assess and deliver activity days
- Attend Multi Agency Safeguarding meetings
- Attend and support at community events
- Provide support to professionals in school and other environments to enable them to support children/young people in their care who are young/adult carers
- Provide support for other team members and volunteers supporting the service
- Assist with the service's strategy for working with schools and other agencies
- Market and promote the work of the service
- Deliver presentations to promote the service as requested
- To be a source of advice, information and assistance to families and partner organisations, particularly schools, health and social care
- Participate in development and evaluation of the service
- Develop resources with the YC team
- Facilitate virtual support groups to young people and their families

Key relationships:

- Young Carers Manager
- Head of Service
- Operational and Development Director
- CHUMS staff
- CHUMS volunteer mentors
- School staff
- Families

Analytical and Judgemental:

- Required to understand complex facts of situations with children/young people and their families which may require a comparison of a range of options.
- Undertake initial assessment of children's and families needs which may include multiple and complex issues.
- To provide appropriate information to families and professionals about the needs of children and young people who are young carers/young adult carers
- To be aware of referral on to other appropriate agencies

Planning and Organisation:

- Manage own caseload
- Assist in the facilitation of groups for CYP in schools and in the community.
- Plan, develop and facilitate ongoing monthly groups
- Ensure accurate reporting is maintained
- Ability to analyse data
- To assist in reporting of data (e.g. filtering data from Excel)
- Have a good understanding of data and to ensure data is current and up to date for reporting purposes.

- **Physical:**

- Combination of sitting, standing, walking, frequently in a restricted position.
- Travel across Luton
- Frequent lifting of resources
- Keyboard skills
- Assessment tools

Patient and Client Care:

- Develop and deliver care interventions to children, young people and their families as appropriate

Policy and Service:

- Follows policies in own role

- Implements policies and proposes changes to practice and procedures for own area of working and works in conjunction with the CHUMS team to develop practice for the wider service.

Financial and Physical Resources:

- Personal duty of care in relation to equipment and resources
- Careful use of all facilities used by CHUMS

Information Resources:

- Recording personally generated information
- Entering notes onto our database following individual/group support
- Writing reports in relation to the needs of individual children and young people to other agencies where appropriate.

Research and Development:

- Contributes to regular audit/ evaluation and analysis of clinical activity in relation to own work and CHUMS.
- Undertakes occasional research projects in own specialist area as required.

Freedom to Act:

- Works independently with families and volunteers within policies and codes of conduct.
- Is supervised rather than managed.

ADDITIONAL INFORMATION:

Mental Effort:

- Frequent intense concentration
- In-depth proactive mental attention for assessment and during interventions offered to children and young people
- Intense concentration for facilitating groups for children, young people and parent/carers

Emotional Effort:

- Frequent highly distressing or emotional circumstances in supporting children/young people and their families
- Frequent dealing with multiple complex issues

Working Conditions:

- Occasional unpleasant conditions.
- Occasional risk of physical/ verbal aggression.

GENERAL TERMS AND CONDITIONS

Variation

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information to the job and may be reviewed in the light of changed needs and as part of an individual's personal development plan. Any changes will be made following discussion with the post holder.

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

Equal Opportunity

All employees must comply with CHUMS Social Enterprise Equal Opportunity Policy and must not discriminate on the grounds of age, class, race, colour, nationality, ethnic or national grounds, disability, family responsibilities, gender, marital status, religion or sexual orientation or any other grounds which cannot be shown to be justifiable.

Health and Safety

All employees are subject to the requirements of the Health & Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

Data Protection/Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient and staff records and information.

Continuing Professional Development

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

CHUMS Social Enterprise CIC
PERSON SPECIFICATION
Family Worker Young Carers Service

Requirements	Essential	Desirable	Assessed
Education and Training	• Health, education, social care or youth work qualification • Knowledge of child development		Certificate Interview
Knowledge and Experience	• Good understanding of the needs of young carers • Experience of working with young carers or other vulnerable group • Experience of facilitating groups • Ability to record and report on data relating to own activity	• Experience of delivering training	Application Interview
Skills and Abilities	• Excellent communication skills both verbal and written • good keyboard and IT skills	• Good understanding of virtual platforms e.g. Teams	Interview
Personal Qualities	• Warm facilitating style with children, families and other professionals and the ability to work co-operatively for the benefit of service users. • Ability to cope with high workload and multiple demands on time • Ability to manage time effectively and prioritise workload • Ability to deal with highly distressing and emotive situations • A demonstrated commitment to service development through evaluation and audit		Interview

Requirements	Essential	Desirable	Assessed
Other Requirements (e.g. UK driving licence, shift/weekend working, travel away from home)	• Ability to identify and provide support to volunteers who are vulnerable or need some individual encouragement • Car owner • Will be required to travel to visit children and families in Luton and attend the main office at Wrest Park when needed • Ability to work flexible hours to meet the needs of the service • Ability to work from home in a confidential space		Interview

Candidates will only be invited for interview if they meet the essential criteria for this post. The desirable criteria will be used to shortlist where the application of the essential criteria only produces a large number of applicants.

The successful candidate will be subject to an enhanced DBS check.