

DUNDEE CARERS CENTRE

Job Description

Job Title:	Support Worker
Responsible to:	Team Leader
Salary:	£12.77
Hours:	Variable on an as required basis

Our Values:

- We believe that everyone deserves to be treated with fairness and dignity and is supported to make a positive difference in his/her life.
- As an organisation that embraces challenge, we need to demonstrate a culture of kindness, compassion and creativity.
- Working together, we keep the needs of carers and disabled people at the centre of everything we do...because we care

Improved Outcomes for Carers:

- As a carer, you have improved emotional and physical wellbeing and achieve your personal goals and outcomes
- As a carer, you can combine caring responsibilities with work, social, leisure and learning opportunities and have a life outside caring
- As a carer, you are supported to manage your caring and minimize the impact of financial hardship, as a result of caring

As a carer, you are included in deciding how you are supported and are able to influence how services are provided

Purpose: The support worker will deliver support to carers of all ages to acquire the skills, knowledge and self-confidence to enable them to meet their personal outcomes

Key Duties:

1. Work directly with carers and disabled people in a range of settings, including working both evening and weekends
2. Undertake, in partnership with carers, an assessment and support planning process
3. Manage a caseload providing 1:1 support to carers
4. Support carers to identify and work towards their goals
5. Assist in providing support to carers and disabled people in groups
6. Identify and support carers and disabled people to access and participate in mainstream services including local community resources
7. Supporting carers to access and participate in the Adult Achievement Awards programme and other accreditation opportunities as appropriate
8. Assist in identifying, recruiting and line managing volunteers
9. Assist with maintaining and updating team resources

General Duties:

- To maintain accurate and confidential records
- To work within the Centre's existing and new policies and procedures
- To work within the Centre's multi-disciplinary team to ensure that all carers and disabled people receive the best service possible
- To undertake all necessary training as identified with the Team Manager (Carer Support Services)
- Produce reports, research and strategies to inform management, Board and external stakeholders as requested
- To undertake any other duties as required ensuring the development and success of Dundee Carers Centre and the Dundee Carers Centre Partnership

The job description is a broad picture of the post at the time of preparation. It should not be seen as an exhaustive list of all possible duties as it is recognized that jobs change over time. Should the duties change radically then the post and grading will be reviewed.

The nature of this role means that the postholder will be in a position of trust with young people and protected adults. This is classed as regulated work, and the successful applicant will therefore be required to register with the PVG Scheme in Scotland if they have not already done so, or to apply for a Scheme Record Update. This requirement is in line with the Protection of Vulnerable Groups (Scotland) Act 2007 and also with the Centre's own Protecting Vulnerable Groups Policy that can be accessed in the Staff and Volunteers Handbook.

Dundee Carers Centre

Support Worker

PERSONAL SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> ➤ Good standard of education 	<ul style="list-style-type: none"> ➤ Community Education/Social Work qualification
Knowledge	<ul style="list-style-type: none"> ➤ Understanding of issues affecting carers ➤ Knowledge of health/social care field ➤ A good understanding of equality and diversity issues and a commitment to supporting people from marginalised groups 	<ul style="list-style-type: none"> ➤ Awareness of carers issues ➤ Awareness of disability issues
Experience	<ul style="list-style-type: none"> ➤ Experience of working with people in an outcomes focused way ➤ Proven ability in organising, prioritising and managing own work 	<ul style="list-style-type: none"> ➤ Experience of working in the community ➤ Proven ability to network with other agencies and professionals ➤ Proven experience in delivering training
Skills/Abilities	<ul style="list-style-type: none"> ➤ Very good listening, verbal and written skills ➤ Organisational skills 	<ul style="list-style-type: none"> ➤ Driving licence ➤ Presentation skills ➤ Community Languages (Urdu, Punjabi, Cantonese, Arabic, Polish)
Personal attributes	<ul style="list-style-type: none"> ➤ Ability to work in a team as well as own initiative ➤ Resourceful and creative approach ➤ Excellent interpersonal skills ➤ Ability to work within tight timescales and deadlines ➤ Work flexible hours where necessary including evenings and weekends 	