



**Norfolk Family Carers
Affected Others Young Carers Support Worker**

**Job Description and Person Specification
January 2018**

Before you start the application process you should make sure you have informed yourself of all of the necessary documentation associated with this application.

Please reference as AO_YCSW

Please complete and enclose / attach the Application Form and Equalities Monitoring Form

and return to: admin@norfolkfamilycarers.org

Or alternatively please send to:

Norfolk Family Carers, First Floor, 69-75 Thorpe Road, Norwich, NR1 1UA

**The closing date for applications is midnight, Wednesday 31st January 2018.
Applications received after this time will not be considered.**

Job Description

The post holders will be employed by Norfolk Family Carers and seconded into The Matthew Project.

Post:	Affected Others Young Carers Support Worker
Hours:	15 hours per week
Salary:	£19,262 per annum pro-rata
Reports to:	Young People's Services Manager (NFC) and City and South Manager (TMP)
Responsible for:	No line management responsibilities
Budget Responsibilities:	Responsibility of Young People's Services Manager

Main Purpose and Scope of Job:

We are looking for a motivated, resilient and experienced person to support young people affected by drug and alcohol use. The post holder will support young people (aged 5 to 19) by providing emotional and practical support through one to one sessions. Some group work is also involved. The post holder will draw upon personal and professional qualities, values and integrity to ensure that young people affected by substance misuse are recognised, supported and valued, and to provide them with a response that is sensitive and in line with a mission to support family carers in Norfolk, in ways meaningful to them. This post requires some work in the early evenings and school holidays. The post holder must own and be willing to use their own car to fulfil their employment duties. The car will need to be insured for business use. Agreed travel expenses will be paid.

Duties and Key Responsibilities:

To ensure the following tasks are carried out meticulously and punctually and with attention to detail to:

- Engage with young carers in ways that lead to positive outcomes i.e. reduction in their caring responsibilities, increased awareness and opportunities
- Offer a holistic family support service and evidence based interventions with a focus on reducing the caring responsibilities of individual young people
- Support the effective and safe delivery of activities for Young Carers affected by the substance misuse of others
- Facilitate a range of leisure, educational & cultural activities for Young Carers aged up to 19 years
- Provide access points into the service for young carers and other professionals requiring information, advice and support about issues affecting young carers

- Identify and engage with young people individually and in groups, including those who are vulnerable and excluded from mainstream services, and to ensure that they have access to appropriate substance misuse advice, education and support
- Provide consultancy and support for universal services supporting young people with substance related needs
- Provide targeted outreach to young carers in a range of settings
- Work cooperatively with other agencies and to refer on to other specialist services (i.e. Children's Services, Child and Adolescent Mental Health and voluntary sector services) where appropriate
- Collect relevant data and complete all necessary paperwork associated with the service including referral and assessment forms and other administrative paperwork (e.g. time sheets, expenses etc.)

General Responsibilities:

- Take part in regular supervision, appraisal and team meetings as well as other multi-agency meetings and forums as specified
- Treat all volunteers, service users and carers with respect and promote equal opportunities
- Effectively organise your working day, making the best use of time, geographical distances and resources
- Identify personal learning and training needs through supervision and annual personal development review/plans
- Use available resources effectively
- Ensure that personal appearance, practice and manner conform to the standards and expectations of Norfolk Carers Support and the Matthew Project
- Maintain a professional relationship with volunteers, service users, carers and colleagues
- Comply with all organisational and service policies, guidelines and protocols
- Undertake other duties and responsibilities commensurate with the post as required

Terms:

15 hours per week to be worked over two working days, Monday to Friday.

This post is based at The Matthew Project: Unity, Gateway Unit 8, 83-87 Pottergate, Norwich, NR2 1DN. Regular travel throughout the day is required. Overtime is not payable (unless agreed by the Executive Manager).

In accordance with Norfolk Family Carers' Child Protection Policy and Procedures, the post holder will receive the appropriate level of Child Protection Training and will be made aware of the Policies and Procedures in relation to Norfolk's Safeguarding Children Practices (SAFER). In addition, the post-holder must ensure adherence to the Norfolk Carers Support's Policies & Procedures including the Child Protection Policy, Offsite Outings & Trips Policy, Health & Safety at Work Act (1974), Staff Code of Conduct, Anti-Discriminatory Practices, Data Protection and all other relevant policies as required by the Board of Trustees.

Person Specification

The criteria below are assessed via the application form and interview process, which may include task based assessment.

Factor	Essential	Desirable
Skills and Abilities	<p>Positive, non-judgemental attitude</p> <p>Effective and sensitive communication and advocacy skills verbally and in writing, to clients, stakeholders and colleagues</p> <p>Good time management and punctuality</p> <p>Confident presentation skills</p> <p>Strong IT skills</p> <p>Appropriate boundaries when working with young people</p> <p>Ability to self-reflect and evolve practice accordingly</p> <p>Ability to work on own initiative and collaboratively, building effective working relationships and partnerships</p> <p>Aptitude in finding creative solutions to complex problems</p> <p>Willingness to undertake new tasks and contribute to own development</p>	<p>Previous work with young people to complete needs assessments and develop tailored support plans</p> <p>Previous use of online databases to record information</p> <p>Current First Aid Certificate</p>

	Ability to travel using own transport with business insurance	
Experience	<p>Proven track record of working in a supporting or care giving role with children and young people</p> <p>Working collaboratively and creatively to achieve best outcomes for individuals</p>	<p>Previous experience of working with Young Carers or life experience that provides insight</p> <p>Experience of working in the substance misuse field</p> <p>Personal experience of caring/the caring role/being a family carer</p> <p>Previous experience of working with families in multiple deprivation/challenging circumstances</p> <p>Experience of multi-agency and partnership working</p>
Knowledge	<p>Understanding of the demands and impact of caring on children and young people and the wide range of issues to which it can contribute</p> <p>Understanding the potential impact of parental substance misuse on children and young people</p> <p>Knowledge of the legal implications of working with young and vulnerable people, including confidentiality, safeguarding of children and vulnerable adults and promoting the welfare of children</p>	<p>Good knowledge of relevant local support services</p> <p>Knowledge of the impact of mental health on family and Young Carers</p> <p>Knowledge of up to date legislation regarding working with young people and families</p>
Qualifications and Other Requirements	<p>Ability to exhibit and apply awareness of positive actions, diversity and equal opportunities in service delivery</p> <p>The personal qualities below are all of equal importance:</p> <ul style="list-style-type: none"> • Integrity (to demonstrate high standards of integrity, honesty and fairness to help to deliver an excellent service to Young Adult Carers) • Adaptable (to shape your personal vision and working practices to respond to, and contribute to, cultural and operational change within Norfolk Carers Support) • Service focused (to respond to the internal and external stakeholders in a timely and appropriate manner and 	<p>Relevant academic qualification (e.g. degree or NVQ) in e.g. youth work, psychology, social work, early years</p>

	<p>maintain the required level of quality service)</p> <ul style="list-style-type: none"> • Self-awareness (to be aware of one's own strengths and weaknesses and the impact these may have on others) • Flexibility and a preparedness to multi-task as well as pay attention to detail and driven to ensure tasks are achieved • A willingness to learn and be open to continuing professional development 	
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Annual Leave

The Annual Leave period is from 1st April until 31st March. The Annual Leave entitlement is 28 days plus Bank Holidays.

Pension Contribution

A 3% Pension Contribution will be paid to either Norfolk Family Carers Designated Stakeholder Pensions Provider, or a Pension Provider of the employee's choice.

As a term of your employment with Norfolk Family Carers, you may be required to undertake other duties at your initial place of work or another premises as may reasonably be required of you. This is a description of the job as it is at present constituted. It is the practice of Norfolk Family Carers to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then performed, or to incorporate whatever changes are being proposed. The employee and their line manager jointly conduct this procedure. You will, therefore, be expected to participate fully in such discussions and in connection with them, to re-write your job description to bring it up to date if this is considered necessary or desirable. It is Norfolk Family Carers' aim to reach agreement on reasonable changes, but if agreement is not possible Norfolk Carers Support reserves the right to insist on changes to your job description after consultation with you.