



Making The Difference

**Norfolk Family Carers
Young Carers Group Coordinator**

**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 YCGC

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 2018.
Applications received after this time will not be considered.**

Job Description

Post:	Young Carers Group Coordinator
Hours:	22 hours per week
Salary:	£12/hr
Reports to:	Young People's Services Manager
Responsible for:	No line management responsibilities

Main Purpose and Scope of Job:

We are looking for a motivated, resilient and experienced person to coordinate and deliver weekly Young Carers Groups, group activities and residential trips. You will support young carers (aged 5 -16) by providing emotional support at group activities and help them to engage in activities to increase confidence and skills. You will have a lead role in planning and preparing for groups and activities, and be the central point of access for Young Carers groups.

The post holder will support Young Carers who provide regular and substantial care for a family member with a long term physical illness, disability, mental health condition, learning disability or substance misuse problem. The post holder will draw upon personal and professional qualities, values and integrity to ensure that Young Carers 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, school holidays and occasional weekends, as well as the possibility of residential breaks.

Duties and Key Responsibilities:

- To be the primary contact for all Young Carers groups enquiries
- To plan, coordinate and deliver weekly Young Carers groups and termly activity days
- To run the West Norwich Young Carers groups
- To support administrative duties relating to Young Carers groups, including group call rounds and writing and distributing letters
- To process referrals, liaising with referrers and families
- To compile data for reporting to funders
- To support the identification of Young Carers
- To develop positive, professional and empathetic relationships with young people, ensuring they feel listened to and supported
- To support Young Carers to identify and focus on strengths they can develop, to build positive coping strategies and resilience
- To advocate on behalf of Young Carers individually and collectively and signpost families to additional services
- To work closely with Children's Services, Early Help Hubs and local schools to develop strong relationships

- To attend relevant meetings to represent and increase awareness of Young Carers, and advocate for Young Carers at family support, Child in Need or Child Protection meetings
- To champion participation by Young Carers and support the Young Carers steering group
- To work collaboratively with team members to ensure appropriate support and best outcomes for Young Carers
- To work jointly with other teams within Norfolk Family Carers in order to support families
- To report to the Young People’s Services Manager or other senior member of staff if you have a safeguarding concern or believe a child, young person or vulnerable adult has suffered, or is likely to suffer, significant harm, in line with organisational procedures
- To play a central role in the development and delivery of an equitable and consistent Young Carers support service

General Responsibilities:

- To maintain accurate records of all work undertaken as required by Norfolk Family Carers and report to funders and managers as required
- To understand and comply with the organisation’s monitoring and evaluation systems
- To comply with organisational policies and procedures
- To prepare for and actively participate in supervision and appraisal processes
- To undertake any other relevant duties and training as may be required by the Line Manager or Executive Manager

Terms

22 hours per week to be worked over three working days, Monday to Friday.

This post is based at the Norfolk Family Carers office, First Floor, 69-75 Thorpe Road, Norwich, Norfolk, NR1 1UA. Overtime is not payable (unless agreed by the Executive Manager).

Person Specification

The criteria below are assessed via your application form and the interview process.

Factor	Essential	Desirable
Skills and Abilities	Positive, non-judgemental attitude Effective and sensitive communication and advocacy skills verbally and in writing, to clients, stakeholders and colleagues Good time management and punctuality Strong IT skills Appropriate boundaries when working with young people Ability to self-reflect and evolve practice accordingly	Previous use of online databases to record information Current First Aid certificate

	<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 and stay calm under pressure</p> <p>Willingness to undertake new tasks and contribute to own development</p> <p>Ability to travel using own transport with business insurance</p> <p>Ability to work flexible hours including evenings and weekends</p>	
Experience	<p>Proven track record of working in a supporting or care giving role with children and young people</p>	<p>Previous experience of planning and delivering group work</p> <p>Previous experience of working with Young Carers or life experience that provides insight</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> <p>Previous experience of solution-focused work</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>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 up to date legislation regarding working with children and young people</p>
Qualifications and Other Requirements	<p>Ability to exhibit and apply awareness of positive actions, diversity and equal opportunities in service delivery</p>	<p>Relevant academic qualification (e.g. degree or NVQ) in e.g. psychology, social work, education, early years or youth work</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 maintain the required level of quality service) • 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.