



Mission: "To provide the best of care and support to enable the community to fulfil its potential"

JOB DESCRIPTION

The job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

Job Title:	Carers Support Worker	Ref: 054/09
Directorate:	Chief Executive	
Working Relationships:	General Manager – Carers Services or Senior Carers Worker	
Key External Contacts: (if applicable)		
Location:	Royal Cornhill Hospital	

Purpose of Job: To provide personal support to Carers, to manage, monitor and develop a carers support and information service in Aberdeen. Build a Carers partnership with strategic and voluntary organisations

Main Duties/Responsibilities:

1. Collect and collate information on the background of the project and information and support provision opportunities for carers.
2. Liaise with stakeholders and potential referrers on an initial and ongoing basis.
3. Maintain project base and information points, ensuring currency of information and support.
4. Maintain and develop computerised and hard copy information, ensuring maximum accessibility.
5. Publicise the project within and out-with the hospital setting.
6. Make presentations and inputs to awareness, training and planning groups as required.
7. Make people welcome who contact the project either in person or by phone.
8. Provide information support and advice to carers on a full range of carer related issues, e.g. service provision, welfare rights, and support options.
9. Signpost services appropriate to the carers situation, and act as a listening ear.
10. Undertake home visits for carers unable to access the office base.
11. Develop 'visiting hour' sessions as need demands.
12. Respond to requests for information from professionals.
13. Develop volunteer involvement in the project.
14. Record appropriate data and information as required.
15. Monitor expenditure ensuring adherence to budget limits.
16. Provide quarterly reports and updates as required.
17. Undertake any other duties which may arise from time to time.

Qualifications/Training/Education:	
Essential: <ul style="list-style-type: none"> • Relevant professional qualification, e.g. Social Work, Care, Community Education etc. 	Desirable:
Experience:	
Essential: <ul style="list-style-type: none"> • Experience of working with individuals or groups. • Proven skills in relation to the provision of information. • Provision of person centred support. • Ability to represent other views and experiences. • Proven ability to establish and maintain networks and develop partnership working. 	Desirable: <ul style="list-style-type: none"> • Knowledge of Carers' issues. • Experience of working with Carers. • Knowledge of recent NHS initiatives. • Experience of monitoring and evaluation systems. • Knowledge and/or experience of the voluntary sector. • Experience of managing, training. • Experience of managing training, social and therapeutic activities.
Key Skills/Aptitudes:	
Essential: <ul style="list-style-type: none"> • Good communication skills, including report writing. • Effective organizer with the ability to work on own initiative. • Mediation, negotiation and liaison skills. • Chairing meetings. • Ability to relate to individuals and professionals. • Ability to manage workload. • Ability to work constructively with stress. • Ability to respond sensitively to heightened emotions and feelings. 	Desirable: <ul style="list-style-type: none"> • Presentation skills. • Ability, commitment and enthusiasm to take forward and develop service. • Ability to prioritise and plan own workload.
Personal Qualities:	
Essential: <ul style="list-style-type: none"> • Positive approach. • Assertive. • Empathetic and non-judgmental approach • Flexible, due to possibility of occasional evening work. 	Desirable:
Other Job Requirements:	
Essential:	Desirable: <ul style="list-style-type: none"> • Full driving licence with access to own vehicle.



CONDITIONS OF SERVICE

Post:	Carers Support Worker
Location:	Royal Cornhill Hospital
Standard hours of work:	24 hours per week excluding meal breaks
Working pattern:	To be discussed at interview
Post status:	Temporary until April 2010 initially
Salary grade/point:	Pro rata to £22,493 - £24,962 per annum Points 27-30
Incremental progression:	Provisionally awarded on 1 April annually subject to 6 months service in post. Employees with less than 6 months service in post at 1 April receive their first increment after 6 months then annually on 1 April thereafter.
Payment method:	Paid by BACS on 2 nd last working day of each month
Annual Leave:	Pro rata to 23 days per annum increasing to 25 days pro rata upon attaining point 29 An additional 3 days pro rata are granted after 5 years reckonable service.
Public Holidays:	Pro rata to 9 public holidays per annum as recognised locally
Notice period:	One month either side
Induction:	4 day induction to be carried out prior to commencing in post Monday to Thursday from 9:30 to 4:30
Disclosure:	Appointment subject to Disclosure Scotland Check at Enhanced level
