



# Carers Support Officer Job Description

**Employer** Carers Trust Cambridgeshire

Title Carers Support Officer

Accountable to Integrated Carers Services Manager

**Hours** 37 hours per week with flexibility to attend some events during

evenings and weekends (part-time roles may be considered)

**Location** Carers Trust Cambridgeshire's Peterborough office with travel to

surrounding areas

Salary Discussed on application

# **Overall Purpose of Job**

To work to meet the Carers strategy outcomes for family carers, including early identification and support; and promoting the benefits of the preventative agenda.

To work in partnership with carers and ensure carers needs are taken into account in the development and provision of services.

To promote awareness and provide carers support in order to meet the outcomes of appropriate contracts.

To ensure consistency of Carers Support across the Cambridgeshire and Peterborough Clinical Commissioning Group area, within contract limits.

To develop effective relationships within primary and acute health services and partner organisations and support groups; providing information, advice, guidance and support to staff, Carers, families and volunteers.

To initiate and facilitate Carers Groups/Training/Drop-ins for a range of family carers (including older people, adults, young adults and parent carers) and other stakeholders, including supporting community peer support groups.

To complete / support self-completion of statutory or internal Carers Assessments as agreed with contract commissioners, ensuring family carers are informed and signposted/referred to the range of support services applicable to them.

To identify new or hidden family carers and encourage referral for Carers Assessments and/or other services and support as appropriate to their needs.

To be a local expert on carer's services and issues and ensure this knowledge is shared with all Carers Trust Cambridgeshire staff and others as required.

## **Principal Duties and Responsibilities**

## **Primary/Acute Health Services/Hospices**

- Develop effective relationships with health services, advising them on how to identify, support and refer family carers.
- Attend surgery/team meetings and give presentations/staff training to Health Care Staff and volunteers (including GPs, District Nurses, Receptionists, etc.) to raise carer awareness.
- Attend surgery/ward related groups e.g. flu jab days, patient groups to raise carer awareness.
- Ensure services / service areas have up to date carer's information and literature.
- Ensure contract outcomes are maintained by offering appropriate and targeted support to surgeries/teams who are not achieving target levels of referrals.
- Work within the requirements of the relevant Carers Trust Cambridgeshire contracts / funding agreements.

### **Carers 1:1 Support and Assessments**

- Engage with Carers on a 1:1 basis, complete an initial assessment of need, and a full holistic outcome-focussed family assessment / Statutory Carers Assessment where appropriate.
- Assist Carers with planning for emergencies.
- Ensure Carers and their families receive the support they need by signposting or referring to other agencies and/or internally.
- Provide relevant information (tailored information pack) and emotional support.
- Ensure all referrals are completed in a timely and professional manner.

### **Community Development - Carers Groups/Activities**

- Actively seek opportunities to work in partnership to develop support and activities for carers in their communities and meet local need.
- Actively seek to identify family carers who may benefit from attending Carers Groups, peer support groups or other increased social engagement, and promote Carers Groups/activities locally to encourage new and hidden family carers to engage.
- Ensure risk assessments are in place as appropriate.
- Be proactive in supporting family carers and former Carers in the development of their own social networks and informal groups.

### Other

- Contribute to the planning and delivery of a programme of public awarenessraising.
- Contribute to the development of services for family carers. Develop mechanisms and forums to ensure carers are consulted and involved in service development.
- Complete all relevant documentation / data recording within contract timescales.
- Ensure referrers are kept informed about performance and carer outcomes.
- Contribute to and attend team meetings.
- Provide flexible cover for colleagues in the event of holiday and sickness.
- Participate in an induction programme and attend ongoing training as required.
- Act in accordance with Carers Trust Cambridgeshire policies and procedures and standards.
- Undertake other reasonable tasks at the discretion of the CEO.

IT IS IMPERATIVE THAT EQUAL OPPORTUNITY PRINCIPLES AND CONFIDENTIALITY BE RESPECTED AT ALL TIMES.