

Job Description – Carers Agent

Job Title	Carers Agent
Employer	Community Council for Somerset
Office Location	Community and home based within geographical area coloured PURPLE on attached map
Hours	28/35 per week
Salary Scale	£19,259 per annum (pro-rata if applicable)
Contract Length	Until 30 th September 2020 initially
Leave	25 days per annum pro rata plus Bank and Public holidays
Objective	To improve the quality of life for Carers and former Carers living in Somerset and work in partnership with others to ensure equality of access with a coordinated approach to service delivery that is outcome focussed.
Accountable to	Carers Team and Training Lead
Key tasks	<ul style="list-style-type: none"> • Promote the identification and recognition of Carers and former Carers • Ensure that Carers/former Carers have access to the most appropriate information and advice to support them in their caring role • Provide 1:1 support in carers homes and at carers groups • Provide ad hoc and appropriate support to enable Carers groups to run independently • Develop clear pathways of support for Carers/former Carers focused on person centered outcomes • Support Carers/former Carers to access the services and support required to meet their identified outcomes • Create referrals of appropriate urgency to relevant agencies and service providers. • Signpost to relevant agencies and service providers. • Provide emotional support to Carers/former Carers that improves their health and wellbeing and builds a trusting relationship with their Carers Agent • Provide advice to Carers/former Carers that enables them to be more confident in their caring role • Ensure that Carers/former Carers establish a Carer escalation plan to help them during a crisis • Ensure that Carers get access to a Carers assessment if they want one • To research and apply to grant funds for individuals to help meet a wide range of issues. • Ensure that Carers/former Carers get the support they need when they are no longer required to carry out their caring role • Work with other Agents in the locality including Village and Community Agents to identify gaps in service provision such that communities are enabled to meet local need • To work with local GP practices and primary care teams to source community solutions for clients

	<ul style="list-style-type: none"> • Engage with the community including GP Carers' Champions, health coaches and similar roles to help to identify more Carers • Share information with other agencies and organisations involved in supporting Carers/former Carers • To help to develop a resource of volunteers to help to deliver the service outcomes • To respond holistically and appropriately to the issues and needs identified and provide accurate, high quality information to Carers, CCS and relevant agencies and service providers. • Demonstrate a commitment to safeguarding and promoting the welfare of carers/former carers. • Engage with Carers in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high quality customer service at all times. • Develop effective and professional working relationships with all partners and stakeholders including Parish Councils, relevant CCS staff and other Village and Community Agents. • Work as part of a team, contributing to meetings, cascading information and providing ongoing support and information to managers, to enable the smooth running of the project. • Attend and contribute to locality based Agent peer support groups • Effectively promote the Carers Agent service and become a trusted point of contact. • Maintain a robust electronic database of clients, ensuring compliance with the Data Protection Act (and General Data Protection Regulations from May 2018) • Adhere to all safeguarding requirements both in the home and in the communities, taking reasonable care not to do anything that may endanger yourself or others.
<p>Targets</p>	<ul style="list-style-type: none"> • Engage with local stakeholders, e.g. Carers groups, GP practices etc to generate referrals to the service as appropriate • Take responsibility for your own time management and administration in line with CCS policies and procedures • Report regularly to the Line Manager • Attend relevant Carers Agent progress meetings, one to ones and training • Make necessary links to local services and stakeholders. • Take part in training that is relevant and appropriate to the post as approved by your line manager. • Complete weekly timesheets. • Undergo an annual appraisal and regular supervisory sessions. • Maintain client database and reporting mechanisms.

Attributes	Essential - Requirements necessary for safe and effective performance of the job.	Desirable - Where available, elements that contribute to improved/immediate performance in the job
Qualifications & Training	5 GCSE's or equivalent, to include English and Maths Willingness to undergo additional training Experience in providing information to members of the public and professionals using appropriate methods including active listening techniques. Experience of working with vulnerable people.	Relevant health or social care qualifications or training
Knowledge	Community Awareness. Good computer literacy to include keyboard skills with use of internet, Outlook and Microsoft Office. Demonstrate an understanding of and a commitment to the needs of Carers and former Carers	Experience of working in or with the voluntary sector. Experience of rural issues. Experience of public speaking. Experience of delivering a presentation. Experience of working with volunteers
Personal Qualities	Excellent communication skills demonstrating patience & understanding. Use of initiative/self-motivated including in developing the role Non-judgmental and able to maintain confidentiality Thorough and attentive to detail. Problem solver, pragmatic, resilient, flexible and adaptable. Willingness to participate in training and acquire new skills. The ability to work in a team and network with partners. The ability to work confidently alone. The ability to manage your workload and identify priorities. Willingness to work flexibly to engage with Carers outside normal office hours to achieve positive outcomes	
Values	Desire to help people. Must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities.	Commitment to the needs of people living in rural areas.
Other	Have a phone line and broadband connection. Full current driving license. Have access to a reliable car insured for business purposes Good written, verbal and administration skills. Effective record keeping of visits Enhanced DBS check will be conducted.	To live in the designated geographical patch