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| Job Title: | CAREGIVERS CONNECTED SERVICE, WELLBEING FACILITATOR | Carers Federation Job Grade: 1b |
| Job Overview | | |

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| Company General | Carers Federation Ltd is a national charity and company limited by guarantee set up in 1992 to empower carers, the people for whom they care and the wider community. The charity is managed by a Board of Trustees elected by our membership. |
| Values | We believe in offering services that are sensitive to the needs of individuals and communities. The philosophy of the organisation is to go the extra mile in all aspects of its operation, to treat people with dignity and respect, recognising that “People don’t fit in boxes. |
| Aims of the post | <p>The post holder will provide support to unpaid caregivers across Gateshead through one-to-one support, group facilitation, and telephone contact. The role includes signposting to relevant services, completing statutory caregivers’ assessments, and developing support and emergency plans. You will manage your own administrative workload and participate in a rota for occasional evening work.</p> <p>Adopting a whole-family approach, you will identify and support caregivers within the wider family network while working in partnership with health, social care, and third sector organisations, including GP practices. The role requires adherence to local and national carer strategies, as well as safeguarding policies for both adults and children. Our Adults Caregivers Strategy - Gateshead Council</p> |
| Duties | <p>To be successful applicants will:</p> <ul style="list-style-type: none"> • Support and empower unpaid caregivers, including parent and caregivers, to build confidence and resilience • Provide support and information via face-to-face, telephone, and other channels • Facilitate and run carer groups across Gateshead • Complete statutory carer assessments (MOSAICS), light-touch assessments and monitoring requirements (training will be provided) • Provide condition-specific information and signpost caregivers to community services, respite, and other agencies • Support young adult and adult caregivers with transitions into adult services, education, employment, or training • Attend safeguarding meetings and adhere to local and national adult and child safeguarding policies • Work with external stakeholders across Gateshead, including GP practices, Health & Social Care, and community partners • Manage caseloads and contribute to service planning through team meetings • Maintain accurate records, database entries, correspondence, and facilitate feedback from assessments and closed cases • Make use of supervision, training, and peer support |
| Location | Full time office-based post, with travel around Gateshead. |
| Important Information | <ul style="list-style-type: none"> • Flexibility is required to work some evenings • The post is subject to a six-month probation • The role requires a full enhanced DBS check |

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| | <ul style="list-style-type: none"> • Two satisfactory references must be provided before starting • Able to travel/commute around Gateshead <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Access to own car – business insurance included • NVQ Level 2 in Health and Social Care (full or part qualified) and/or 1–2 years' Caregiver support service experience |
| Note | This document should be read in conjunction with the Job profile for the role which gives more detail on the competencies required (Please see attached) |

Job Profile – Qualifications, Knowledge and Skills

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| Qualifications and Professional Skills | <p>The post holder should ideally have, or be able to demonstrate knowledge and skills in some or most of the following areas:</p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • NVQ Level 2 in Health and Social Care (full or part qualified) and/or 1–2 years' experience in caregiver support services. • Typical minimum of 5 GCSEs (A–C), including Maths and English, or equivalent. <p style="text-align: center;"><i>Equivalent skills and experience will also be considered.</i></p> <p><u>Professional Skills</u></p> <ul style="list-style-type: none"> • Proficiency in MS Word, Excel, Outlook, and database systems is required. |
| Knowledge and Skills | <p>Experience in providing support within a Caregivers' service environment, with skills and knowledge in:</p> <ul style="list-style-type: none"> • Supporting unpaid Caregivers and/or young people • Knowledge of safeguarding and adult/child protection • Providing guidance in stressful or sensitive situations • Writing accurate, impartial reports • Understanding of diversity and equal opportunities • Knowledge of the charity, voluntary, or Caregivers' sector • Strong interpersonal and motivational skills • Recognising and managing conflict • Planning and organising workload over short- and medium-term periods • Working effectively in teams and multi-agency settings • Awareness of wider organisational functions • Advising and sharing expertise with colleagues and managers • Developing and initiating projects from data or mixed information • Applying creative and practical problem-solving |

Job Profile – Competencies

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| Information seeking | <ul style="list-style-type: none"> ● Determine the nature and extent of information needed ● Access and evaluate all relevant data sources objectively ● Break down complex information into component parts ● Prioritise tasks, data, and resources ● Critically evaluate information and its sources ● Share information appropriately with colleagues and stakeholders |
| Problem solving | <ul style="list-style-type: none"> ● Identify and resolve problems using experience and learning ● Seek advice from line manager or team when appropriate ● Maintain a positive and constructive approach to challenges ● Flag significant or recurring issues to line manager ● Manage conflict, including verbal aggression, with appropriate support |
| Communication | <ul style="list-style-type: none"> ● Use active listening to communicate clearly and precisely ● Select appropriate communication methods for internal and external audiences ● Present specialist information understandably ● Contribute to departmental and management report |
| Flexibility | <ul style="list-style-type: none"> ● Adapt ideas and work direction based on new information ● Respond positively to changing circumstances ● Make reasonable adjustments to support colleagues ● Demonstrate flexibility in workload, location, and hours |
| Teamwork and co-operation | <ul style="list-style-type: none"> ● Respect diversity within the team and across departments/organisations ● Support, motivate, and collaborate with colleagues ● Seek help and advice when needed ● Share information and learning appropriately ● Go the extra mile to assist others |
| Relationship management | <ul style="list-style-type: none"> ● Establish and maintain clear boundaries with clients and colleagues ● Use active listening to demonstrate understanding and interest ● Build relationships on common interests ● Identify key influencers and decision-makers ● Maintain confidentiality |
| Professional Confidence | <ul style="list-style-type: none"> ● Present self confidently and work independently ● Open to debate and constructive feedback ● Confidently say 'no' with justification when appropriate ● Admit when additional information or research is required ● Make timely and appropriate decisions ● Recognise and celebrate colleagues' achievements |
| Customer Focus | <ul style="list-style-type: none"> ● Keep customers informed and updated ● Respond promptly to resolve customer issues ● Make self-available and interact effectively with all customer types ● Listen to understand each customer's individual needs ● Deliver agreed outcomes with high service standards |

Job Profile – Typical Accountabilities

Typical Accountabilities

Job Specific Accountabilities

Guidance – Typical Accountabilities are ‘typical’ for this level of job in Carers Federation - please focus on Job Specific Accountabilities which are ‘specific to this job’

Business Process – Advisory & Support role specific

Strategic Contribution

Contributes to department strategic plans and understands and relates to own area of responsibility – e.g. key activities, projects, objectives.

- Contribute to the Caregivers Connected Service (CGCS) strategy as a part of Carers Federation overall strategy and business planning processes.
- Contribute through promoting Carers Federation Ltd and developing links with statutory and community organisations both locally and nationally. You will be required to adhere to Local and National Carers strategy.

Operational Plans and/or Critical Paths

Assist in production of local operational plans that support the achievement of agreed department activity. Monitor and report progress on key tasks (cases, processes, reports, projects) to ensure effective use of time, cost and materials.

- Identify, agree, and implement plans and times with the Service Manager for all key projects.
- Deliver day to day tasks to support the individual needs of Unpaid caregivers
- Contribute to new and existing initiatives within the project.

Continuous Improvement / Quality

Recognises and recommends new service/department processes, procedures & systems that improves (may improve) efficiency and deliver high standards.

- Carry out robust Carer assessments to deliver best practise to Unpaid caregivers and their families considering the Care Act and Gateshead carers strategy
- Develop an appropriate strategy to respond to the identified needs. Work with the caregiver, family members and Professionals to meet identified goals.

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| <p>Compliance</p> <p>Works within and follows policies that meet legislative or internal requirements (including Health and Safety) and promote best practice, ensuring that compliance is achieved.</p> | <ul style="list-style-type: none"> • Comply with Health and Safety policies, procedures and practices when undertaking or engaging in activities or group work which involves caregivers ensuring risk assessments are completed when required • Carry out caregivers' assessment of needs through a light touch assessment or local authority statutory assessment for Carers, ensuring all outcomes are recorded. • Maintain accurate and appropriate electronic and manual records in relation to case files, manage own caseload; agree time frames to review Caregivers needs when required. • Plan, arrange and attend case reviews/conferences and meetings concerning families, as appropriate, producing reports as necessary. • Contribute to CGCS monthly/quarterly plans by providing relevant information to Team Leader/Service Manager that demonstrates achievement against funding obligations. • Comply with Carers Federation Ltd, and Gateshead Safeguarding requirements, policies, procedures and practices always. • Referrals to other organisations, internal services and statutory services. |
| <p>Analysis – Market or Projects</p> <p>Aware of market/service activity and resources materials and techniques; make recommendations to improve quality and cost.</p> | <ul style="list-style-type: none"> • Contribute evidence to demonstrate that the objectives of any funding contract are progressed and achieved. • Contribute to team data reporting to monthly organisational meetings and quarterly service monitoring for funders |
| <p>Professional Development</p> <p>Continue development of own professional expertise; requests against issues/trends as appropriate..</p> | <ul style="list-style-type: none"> • Remain up to date with developments in the social care agenda and Care Act. • Undertake appropriate Safeguarding training including Domestic Abuse training, Coercive Controlling and Vulnerable Persons training as necessary to fulfil both Safeguarding requirements and to support in fulfilling the role. • Evidence of continued professional learning through appropriate and relevant training and the achievement against key behavioural competencies (see Person Profile). |

| Customer – Carers Federation colleagues and clients | |
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| <p>Support (client / customer)</p> <p>Directly provides high levels of customer service to ensure short- and longer-term customer satisfaction. Essential procedures and systems are implemented, and standards of practice maintained and developed.</p> | <ul style="list-style-type: none"> • Use experience, knowledge and skills to be able to complete caregiver triage assessments and Statutory caregiver assessments via MOSAICS • Provide one-one support to caregivers in various settings to meet their needs. • Link in with GP practices to offer drop-in sessions in practices or at a suitable venue which is accessible to carers. • Facilitate caregiver groups and Activities, encourage caregivers to lead on groups. • Identify and support Hard to reach caregivers from various communities i.e. Jewish community, BAME community alongside Deaf, visually impaired caregivers and the cared for person • Provide telephone, text message, WhatsApp Video, online Chat box and outreach support to a diverse range of carers who are in touch with the organisation. • Provide support to Young Adult Carer and Adult caregivers who wish to go back into Training, Education and or Employment. • Link with outside agencies (statutory, professional and community) to raise awareness of the service, engage in publicity and awareness raising activities to reach hidden and isolated carers. • Liaise with statutory and community organisations, e.g. Social Services, Adult Care, Child teams, Health Care Workers, GP's, the Police and any other appropriate agencies on behalf of the caregiver and family to ensure needs are met. • Use team support to work thoroughly with individuals who may be distressed, angry, grieving, withdrawn, anxious etc and be able to discuss issues confidently and appropriately such as death, disability, sexual health, abuse etc. Empower adult caregivers by helping individuals and families to access alternative support mechanism. |
| <p>Internal Advice or External Information</p> <p>Provide expert advice or information and support to customers for own area of professionalism demonstrating judgement and understanding of the business.</p> | <ul style="list-style-type: none"> • Provide appropriate information, support and signposting for caregivers using methods to include written, verbal and group work ensuring groups are inclusive to all caregivers. |

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| | <ul style="list-style-type: none"> • Respond to complaints raised by individuals within the appropriate complaint's procedure process. • Provide relevant information around issues such as, benefits, disability, housing, various health conditions, local health and wellbeing groups, condition specific information training etc and assist caregivers to access these services. • Ensure families are aware of the nature of CGCS its boundaries, confidentiality policy, including safeguarding procedures, GDPR, privacy policy and what the service can and can't provide. |
| <p>Service Improvement Seek feedback from clients, customers and colleagues and teams (department or region) in order to maintain the highest level of service provision.</p> | <ul style="list-style-type: none"> • Feed back to the Service Manager, to enable them to advise the local authority using the Escalation Policy regarding any unmet needs of individuals, families, or communities to continually improve the services offered. • Contribute to the development of new and current initiatives to maintain high levels of service delivery. • Seek feedback from individuals and inform the service Manager to continually develop the services offered. |

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| <p>Finance – Carers Federation cost control</p> | |
| <p>Budget (including Project Management) Recognise and work within agreed budget for area of responsibility and request advice where budget based on plans may require amending</p> | <ul style="list-style-type: none"> • Liaise with team leader/service manager re the service expenditure process. |
| <p>Cost Management Monitor costs within own area and report anomalies.</p> | <ul style="list-style-type: none"> • Contribute to the control of day-to-day costs & savings; ensure any expenditure is approved by Service Manager before any spend is actioned or committed to. |
| <p>New Opportunities or Revenue Communicate new service and provision opportunities to team and line manager to help develop the business in line with Carers Federation plans.</p> | <ul style="list-style-type: none"> • Where possible identify opportunities to secure additional funding, free spaces such as rooms to deliver groups |

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| <p>Learning & Growth – Carers Federation team</p> | |
| <p>People Management Support senior colleagues achieve timely administration of new staff and staff changes; ensure colleagues are fully equipped to meet objectives.</p> | <ul style="list-style-type: none"> • Support the Service Manager to deliver a service to caregivers and their families. • Work non-judgmentally to promote equality of opportunity for caregivers and their families, taking into consideration BAME communities and hard to reach communities |
| <p>Relationship Management Build and maintain effective work relationships with key contacts both internal and external to support Carers Federation/service to achieve best culture</p> | <ul style="list-style-type: none"> • Build effective relationships, working in partnership with internal colleagues, external organisations and agencies to achieve the best outcome for caregivers and Carers Federation. Build effective networks to raise awareness of the service, such as with GP surgeries, Statutory and Voluntary sector service in and around Gateshead |

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| <p>and provide professional client and supplier agreements.</p> | <ul style="list-style-type: none">• Speak to professionals on behalf of families e.g. social care professionals, health, social prescribing etc• Carry out work in partnership with families being sensitive to the needs and wishes of the whole family whilst maintaining support for the caregiver. |
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