



Carers Support Merton (CSM)

Engagement and Family Support Coordinator

Job Description

Carers Support Merton Mission:

Carers Support Merton (CSM) values and listens to unpaid carers of all ages from our diverse community and provides high quality services and advice.

CSM Vision:

We want unpaid carers of all ages to have real choices to improve their quality of life and to receive the respect, support and recognition that they deserve.

Salary £27,590.00 pro rata

Holiday Entitlement 25 days per annum pro rata

Hours of Work 32 hours per week

Accountable to Operations Manager

Location This post is currently located at Carers Support Merton offices in the London Borough of Merton

Job Purpose

To ensure that all adult unpaid family carers have access to a wide range of advice, information and support services available and are offered the level of support appropriate to their needs and throughout their caring journey.

Role Description

Improve carers' ability to plan their lives throughout caring and after, ensuring carers influence the design and delivery of local services.

- Plan and implement new 4-Stage Caring Pathway model
- Provide information and advice when caring begins and support carers to come to terms with new role
- Conduct home visits using Whole Family Approach and support family members to share caring, combining family interventions with intensive time-limited support for new carers
- Coordinate and deliver new Carers Information and Support Days (CISD), integrating our workshops and therapies programmes to present key themes and interventions within focused quarterly events
- Set up new 'Planning for the Future' initiative, delivering an identified range of 'Life After Caring' services to individuals and groups of carers and creating links with relevant programmes
- Link carers with opportunities to use their experience in a positive way and influence design and delivery of local services; maintain regular liaison with Carers Forum Worker (based at Merton Mencap)

Reduce isolation experienced by carers with cost effective and accessible solutions

- Recruit and train 6 volunteer Carer Champions in neighbourhoods per year to raise awareness, identify new carers and develop carer-led activities to stimulate social action and support
- Link carers with a range of events and activities to combat loneliness and isolation, including regular peer support groups, cafes and opportunities specifically for male carers to address gaps in male carer engagement
- Ensure information and links on CSM website are up-to-date and relevant
- Promote access to training for carers to increase IT skills and use of online support and social networks
- Evaluate how peer and online support meets carers' identified needs
- Assist in recruitment and training of volunteer mentors, especially former carers, to link up with new carers
- Link older carers to CSM Telephone Support Service and assist in recruitment of TSS volunteers
- Support Carers Hub workers to promote development of co-caring localised networks including ways to use Personal Budgets

Improve the mental and physical wellbeing of carers

- Link carers with appropriate counselling at all stages of the caring pathway as well a range of events and activities to promote health and wellbeing, including health checks and fitness planning delivered within CISD
- Link carers with Carers Hub services and assist in implementing Support Plans arising from Carers Assessments
- Engage with health and clinical services and participate in strategic initiatives and publicity to increase awareness, identify new carers and encourage early take-up of carer support
- Participate and expand our work with Merton's Patient Engagement Group (PEG) to develop carer-responsive pathways for access to GP and healthcare appointments
- Engage with GPs and local practitioners to facilitate a Social Prescribing pathway, including identification indices for GPs and healthcare professionals and further build or expand on knowledge of Merton's statutory, community and voluntary sectors to develop and maintain referral pathways for carers
- Develop awareness of relevant strategies and initiatives affecting carers e.g. Merton Carers Strategy, Primary Care Strategy, Autism Strategy, Dementia Strategy and Out of Hospital (Frailty) initiative

Address identified gaps or activities experiencing capacity pressures in local support and provision for carers

- Coordinate and deliver rolling 4-week 'New to Caring' groups
- Plan and deliver 12 monthly weekend events/activities per year for working carers
- Plan and deliver a small range of evening activities to include co-facilitating 11 monthly evening Carers Cafés per year for mental health carers

General

- To monitor interventions and keep accurate records by following the database requirements for record keeping and reporting/monitoring purposes
- To keep case notes on carers and their families confidentially, including those forwarded by other services and referring agencies.
- To undertake training requirements to ensure up to date knowledge relevant to the role
- To work with the whole team to promote the marketing of Carers Support Merton's services and to undertake any tasks required to raise awareness of the services offered
- To attend and contribute to all team meetings
- To attend and actively participate in regular supervision and appraisal meetings
- To undertake any other duties as may be required by the Chief Executive and which are commensurate with the general role
- To abide by the policies and procedures of Carers Support Merton at all times

Person Specification

Carer/Community Care Experience	Essential	Desirable
2 years experience, voluntary or paid, of working with disadvantaged families	✓	
Understanding of being a Carer	✓	
Specific Experience or Skill		
Experience of managing your own caseload	✓	
Experience of providing advocacy	✓	
Experience of assessing client or carer needs	✓	
Experience of providing information and support	✓	
Experience of providing emotional support	✓	
Knowledge of Benefits/Welfare Rights/Personalisation/Care Act 2014	✓	
An understanding of safeguarding children and vulnerable adults	✓	
A broad knowledge of services available to carers and their families	✓	
Experience of facilitating groups, delivering presentations and/or training		✓
Excellent IT skills particularly Microsoft Word. Experience of Access & Excel or ability to learn.	✓	
Personal Skills or Abilities		
Self-motivated and a willingness to get involved	✓	
Proven organisational and administrative skills	✓	
Willing to work within a developing role and organisation	✓	
Willing to work as part of a small team	✓	
Proven ability to work and act on own initiative	✓	
Ability to prioritise competing deadlines and multi-task	✓	
Creative and good at problem solving	✓	
Reliable and good time-keeping	✓	
Communication Skills	✓	
Good written and verbal skills	✓	
Good listening skills and empathy	✓	
Ability to communicate well with a wide range of people	✓	
Experience of working with people from a minority ethnic background	✓	
Education	✓	
Be willing to undergo further training or attain qualifications as required	✓	
Relevant qualification – e.g. Social work, IAG, Health and Social Care or other similar	✓	