

ROLE PROFILE: Young Carers Support Worker



POSITIVE STEPS
Support | Challenge | Change

Service: Family Services

Level 4

Hours: 36 hours (flexible hours but must be available Monday, Tuesday and Wednesday evenings 4.30-7.00pm)

Reporting to: Team Manager – Family Services

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 200 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee’s unique strengths and believe our success relies on more than just job roles. We have a great benefits’ package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

YOU HAVE:

Assessed at application only

- Minimum of 5 GCSEs or equivalent

Assessed at application and interview

- Experience of working with young people both on a one to one basis and in group settings
- Experience of working with a range of different agencies and opportunity providers
- Experience of using information technology for a range of different purposes
- Experience in assessing young people and families and delivering one to one interventions

YOUR STRENGTHS ARE:

Assessed at application and interview

- Ability to organise your work, prioritise and manage your and volunteers time effectively in order to meet targets
- Skills and ability to develop volunteers and to work as part of a team
- Understanding of how young people develop and an ability to assess, plan and review their needs alongside their families
- Ability to communicate effectively to develop and maintain constructive relationships with volunteers and professionals from other agencies and share information appropriately
- Proven experience of developing productive and effective relationships with young people and their families
- Ability to manage conflicting priorities and one's own time with a minimum of supervision
- Demonstrate a commitment to Continuous Professional Development

Assessed at interview only

- Awareness of Child Protection issues and the boundaries of professional relationships
- Motivated to work towards creating a safe, open and trusting environment

MAIN PRIORITIES

- The main focus of this post is to provide and maintain a support service to young carers living or educated in Oldham and to their families. It will involve undertaking an assessment of their needs and providing tailored individual and group interventions with volunteers, making use of a range of support services and agencies to ensure that Young Carers progress effectively into further learning. You will be responsible for supporting and developing volunteers who are a vital part of the delivery model.

KEY DUTIES

- To work with schools and other support agencies to identify young people aged 8 to 18 who have caring responsibilities.
- To assess the needs of individual young carers and agree on the level of support that they will need to progress into further learning and maximise their potential.
- To deliver targeted interventions to individual young carers identified as needing Intensive Support and have a full knowledge and appreciation of the range of activities, courses and opportunities, organisations and individuals that could be drawn upon to provide extra support for them.
- To plan, deliver, monitor and evaluate group activities with volunteers and plan holiday opportunities for young carers (including meeting all health and safety requirements), while proactively engaging with them to encourage their participation and development.
- To work with adult social care and other agencies to support the parents of young carers and minimise the impact of the young carer's responsibilities.
- To partake and promote in fundraising activities with Positive Steps and external agencies
- To maintain accurate and up to date records in line with Positive Steps policy.
- To demonstrate responsibility for developing volunteers and promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work.
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Safeguarding Policy and Procedure.
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy.

- To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager.

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work at all times within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared/revised: 7th May 2019

Prepared/revised by: RD