

## Job Description

<b>Job Title</b>	Carers Outreach Worker
<b>Reporting to</b>	Outreach Service Manager
<b>Salary</b>	£12.67 per hour
<b>Weekly hours</b>	21 hours per
<b>Working pattern</b>	week must include Wednesday & Friday
<b>Contract</b>	Permanent
<b>Location</b>	Covering Oxford City Home based with travel to other locations in Oxfordshire, including Head Office in Abingdon when required.

### ABOUT US:

Carers Oxfordshire is a partnership between the charities Action for Carers (Oxfordshire) and Rethink Mental Illness, offering support to adults who provide unpaid care for someone living in Oxfordshire. Our services are free, confidential, and non-judgemental, helping unpaid carers to find ways to make their caring situation more manageable. We have a clear and simple vision of improving the lives for unpaid carers, by offering professional support, information, and advice.

### OUR VALUES:

Our values are important to us and describe how we aspire to work with both our service users and our work colleagues.

- Caring
- Listening & amplifying people's voices
- Enabling & empowering
- Passionate for better
- Collaborative



Caring



Listening & amplifying people's voices



Enabling & empowering



Passionate for better



Collaborative

## **JOB PURPOSE:**

The Outreach Worker role within Action for Carers (Oxfordshire) provides unpaid carers with support, information and advice both face to face and via the telephone. As part of a team of 7 Outreach Workers, 7 Carer Advisers and 6 specialist Mental Health Advisers the role helps to improve the wellbeing of unpaid carers, supporting carers with less complex needs and helping them to access services and opportunities to improve their wellbeing. The role involves working in communities to help identify, support and advise people in a caring role.

## **MAIN DUTIES:**

- To offer support and advice for carers and professionals either via the telephone or face to face meetings.
- To work with carers to help them identify their needs, support them in managing their desired outcomes and plan how those outcomes can be met.
- To support carers with the completion of a Carers Assessment if needed.
- To support bringing carers together to talk with each other and gain mutual support
- To provide practical and emotional support to carers and signpost to other services, as needed.
- To be responsible for deciding whether the Carer would benefit from a Carer payment to help them with their wellbeing.
- To work with colleagues within a hub/ team to provide a holistic Carers Support Service within one of six localities across the county.
- To attend and talk to local groups and communities. Including events and engagements to raise the profile of carers' in their local communities and to encourage people to recognise and access support earlier.
- To use community development approaches to maintain existing and to develop new self-sustaining peer support opportunities for carers – including peer support groups.
- To maintain accurate and up to date records to contribute towards the effective monitoring and review of the contract.
- To promote and comply with all Age UK Oxfordshire policies including equality and diversity, confidentiality, Safeguarding, data protection, complaints etc.

- To attend regular support and supervision and annual appraisal with line manager, and regular team meetings and training opportunities and a biannual away day for the whole staff team.
- To ensure that systems are in place for receiving regular feedback from carers using the service.
- To work closely with colleagues, within the Carers Oxfordshire/ Action for Carers Team to ensure a complete support service with Carer Support at its heart.
- Take active responsibility for your own health and safety and that of others, raising any concerns with the relevant manager, including safeguarding concerns.
- Undertake additional duties as required, commensurate with the scale of the post.
- The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of the organisation.

This job description is not restrictive or definitive and should be regarded as a guideline to the duties required. It may be amended in the light of changing circumstances following consultation with the post holder. The job description does not form part of the Contract of Employment.

### **STAFF BENEFITS:**

- 25 days holiday, plus Bank Holidays. Increasing to 30 days after 5 years continuous service
- Additional Christmas Leave between Christmas and New Year
- Charity paid cash health plan. For employees and dependants up to the age of 24.
- Employee Assistance Program available 24/7
- Flexible working
- Charity sick pay
- 4 x salary life insurance
- Free on-site parking
- Pension scheme
- Cycle to work scheme.

## Person Specification

**Job Title:** Carers Outreach Worker

<b>Specification</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<u>Qualifications/ Education/ Training:</u>	Education ensuring good standard of written and spoken English.	
<u>Relevant experience:</u>	<p>Ability to work independently and as part of a team in a professional manner</p> <p>Experience of working collaboratively with other statutory and voluntary agencies</p>	<p>Experience of working with unpaid carers, and an awareness and understanding of their information and support needs</p> <p>Relevant experience of community outreach and marketing</p> <p>Experience of working with peer support groups</p> <p>Experience of speaking and presenting to groups and professionals</p>
<u>Relevant knowledge/skills:</u>	<p>Good computer skills including, email and internet and the ability to maintain accurate and up to date records.</p> <p>Ability to learn and develop new skills.</p> <p>An understanding of equal opportunities and providing an equitable service to all carers.</p>	<p>Able to use word-processing, spreadsheets &amp; databases</p>
<u>Personal attributes:</u>	<p>A commitment to equality, diversity, and inclusion</p> <p>Excellent communication skills, able to relate to people at all levels and in differing circumstances.</p>	

	<p>Ability to maintain confidentiality</p> <p>Strong values of dignity and respect for carers to support the people we serve.</p> <p>Share the values of Action for Carers.</p>	
<p><u>Special Requirements:</u></p>	<p>The use of a car is essential, and the post is subject to an Enhanced Disclosure &amp; Barring Service check.</p> <p>Reliable access to broadband during working hours.</p> <p>Prepared to undertake evening and weekend work on occasions</p>	