The Bridgend Carers Centre receives core funding from Bridgend County Borough Council and from the Local Health Board to deliver a support service to carers throughout Bridgend County Borough area. It is a part of the UK wide Carers Trust network of Carers Centres and Schemes. These 3 posts are funded by Welsh Government through the Western Bay Carers Partnership

**Job Description**

**Job Title:** Carers Link Worker

**Responsible to:** Bridgend Carers Centre Manager

**Location:** Bridgend County Borough area

**SCP 21 £ 20138 pro rata for 28 hours per week**

**These posts are initially funded until March 2019**

**Role of the Link Worker**

**Main duties and Responsibilities**

* The post holders will work as link officers for carers within each of the 3 Integrated Network teams.
* The post holder will work proactively with GPs in each cluster to improve carer recognition, including young carers, to identify people who have become carers due to the health of their cared-for and people who historically may have remained unidentified as carers.
* The post holder will help to create a new pathway for GPs to refer when they identify new carers.
* The post holder will help to create a new pathway for District Nurses and other professionals aligned to the networks where they have identified carers.
* The post holder will give information, advice and assistance to newly identified carers as part of the pre-assessment/ triage pathway, enabling carers to make informed choices around appropriate and available support and assistance.
* To promote the services of Bridgend Carers Centre and to make referrals to the staff team to ensure ongoing support and access to services. Including signposting to BCC activities ie welfare benefits, carers counselling, and other community based preventative activities and to third sector organisations for additional, specific, or ongoing support,
* The post holder will carry out a “what matters” conversation helping the carer to identify personal outcomes and collect information towards and early stage, proportionate assessments- at home or at a convenient location as needed. The assessment will be referred back to the integrated team for further discussion on support and access to eligible services if appropriate.
* Following a referral from the MDT, the post holder will support the development on Anticipatory Care plans for the cared-for, when working with the carer who provides the ongoing support to the individual named in the Anticipatory Care plan.
* To undertake professional development as appropriate and in line with the role.
* To engage in all other activities and duties which are consistent with the objectives of the role as required by Bridgend Carers Centre Manager.
* To promote and ensure safe working practices in line with Health and Safety requirements.
* To produce quarterly reports, statistics and case studies as required by the Service Level Agreement, Stakeholders and Board of Trustees.

**Bridgend Carers Centre – Person Specification Carers Support Worker**

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| --- | --- |
| **Essential Qualifications:** | **Desirable** |
| Good standard of education | Qualification relevant to this field of work |
| Proven ability to work effectively across organisational boundaries. |  |
| **Experience**: |  |
| Direct experience of working in the field of community care | Experience of working directly with carers |
| Work experience that demonstrates good networking ability | Experience of working in a multi-agency capacity |
| Experience of work in a confidential setting |  |
| A proven record of working towards improved outcomes | Direct experience working with carers and/or promoting carers’ assessments |
| Experience of one to one work with individuals and families. | Experience of involvement and participation in planning mechanisms relating to carers |
| **Skills**: |  |
| Good communication skills at all levels |  |
| An ability to maintain and update a carer database | Relevant computer skills to produce reports, information and project data |
| Accuracy in recording and monitoring | Experience of quality monitoring |
| An ability to deal sensitively with a wide range of caring situations. | Experience of enabling carers to improve their quality of life |
| An ability to identify and develop opportunities for carer services | Experience of providing information for carers and or service users |
| An ability to work on own initiative and as part of a small, flexible staff team | Experience of working in a team |
| Hold a full UK Driving Licence and have access to a car |  |
| **Knowledge**: |  |
| An understanding of issues faced by carers in a variety of situations | A knowledge of the local statutory and voluntary sectors |
| An understanding of carers’ assessments | A clear understanding of the health promotion needs of carers |
| An understanding of relevant legislation and strategies | A knowledge of current carer legislation |