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**Norfolk Family Carers**

**Affected Others Young Carers Support Worker**

**Job Description and Person Specification**

**August 2021**

Before you start the application process you should make sure you have informed yourself of all of the necessary documentation associated with this application.

**Please reference as AOW21**

Please complete and enclose / attach the Application Form and Equalities Monitoring Form

and return to: admin@norfolkfamilycarers.org

Or alternatively please send to:

Norfolk Family Carers, First Floor, 36 St Giles Street, Norwich NR2 1LL

**The closing date for applications is Midday, Tuesday 31st August 2021**

**Applications received after this time will not be considered.**

**Job Description**

The post holder will be employed by Norfolk Carers Support and seconded into The Matthew Project to work on the Unity Project which is a partnership between Norfolk Carers Support, The Matthew Project and Norfolk and Suffolk NHS Foundation Trust

**Post:** Affected Others Young Carers Support Worker (Norwich)

**Hours:**  15 hours per week

**Salary:** £21,061 per annum pro-rata

**Reports to:** Chief Operations Officer (NFC) and Norwich Manager (TMP)

**Responsible for:** No line management responsibilities

**Main Purpose and Scope of Job:**

We are looking for a motivated, resilient and experienced professional to support young carers and young people under the age of 19 affected by the substance misuse of others.

This post involves working with young people in universal, targeted and specialist settings and will include the identification, engagement, screening and assessment of young people affected by the substance misuse of others.

Provide one to one sessions for young people, group work, drop-ins and awareness-raising sessions at various events and venues.

**Outreach and Engagement**

1. To provide access points into the service for young people, parents, young carers and other professionals requiring information, advice and support about substance misuse and related issues.
2. To identify and engage with young people individually and in groups, including those who are vulnerable and excluded from mainstream services, and to ensure that they have access to appropriate substance misuse advice, education and support.
3. To provide consultancy and support for universal services supporting young carers and other young people with substance related needs.
4. To provide targeted outreach to young people who are considered vulnerable on the Voicebox caravan and in other informal settings.

**Advice and Information**

1. To provide advice and information to young people, parents and young carers including the delivery of parent and carer information evenings in schools and local communities.
2. To undertake training and provide out‑of‑hours cover for The Matthew Project telephone help‑line, on a rota basis, as required.

**Specialist Interventions**

1. To provide individual psychosocial interventions for young people using evidence based techniques, for example, the use of brief interventions and motivational interviewing.
2. To provide group interventions to young carers and other young people affected by the substance misuse of others.

**Multi-Agency Work**

* To work cooperatively with other agencies and to refer on to other specialist services (including Children’s Services, Child and Adolescent Mental Health Services, Youth Offending Team) where appropriate.

**Administration**

To collect relevant data and complete all necessary paperwork associated with the service including referral and assessment forms, NDTMS data and any other administrational paperwork (e.g. time sheets, expenses etc.)

**General**

1. Demonstrate commitment to the ethos, values and behaviours of Norfolk Carers Support and the Matthew Project at all times
2. Take part in regular supervision, appraisal and team meetings as well as other multi-agency meetings and forums as specified
3. Treat all volunteers, service users and carers with respect and promoting equal opportunities
4. Effectively organise the working day, making the best use of time, geographical distances and resources
5. Identify personal learning and training needs through supervision and annual personal development review/plans
6. Actively participate in training and education
7. Ensure that personal appearance, practice and manner conform to the standards and expectations of Norfolk Carers Support and the Matthew Project.
8. Maintain a professional relationship with volunteers, service users, carers and colleagues
9. Comply with all Norfolk Carers Support and Matthew Project policies, guidelines and protocols
10. Undertake other duties and responsibilities commensurate with the post as required.

**Risk Management/Health and Safety**

In accordance with the relevant policies and procedures of Norfolk Carers Support and relevant legislation the post holder:

* has a responsibility to themselves and others in relation to managing risk, health and safety;
* has responsibility for the creation, maintenance and storage of records in accordance with the Norfolk Carers Support policy, including email documents and with regard to Data Protection legislation, the Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

**Confidentiality**

The post holder is required to maintain confidentiality of information in accordance with professional, Norfolk Carers Support and The Matthew Project policies. The post holder may access information only on a need to know basis in the direct discharge of their duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their terms and conditions of service detailed in the contract of employment.

**Hours of Work:** 15 hours per week, by arrangement to cover staffing of services, this

will include some evenings and weekends.

**Holidays:** 28 days per annum plus public holidays (pro rata equivalent)

The office base for this post will be the Matthew Project office in Norwich but will cover a wider geographical area across central and south Norfolk. The work will be carried out within the service location and in the community; the ability to travel is essential. Work is currently being carried out remotely and in the Matthew Project office in Norwich. Overtime is not payable (unless agreed by the Chief Operations Manager)

**Pension Contribution**

Norfolk Family Carers operates a contributory pension scheme which complies with the regulations regarding pensions auto-enrolment. Additional information is available on application and will be provided to successful applicants.

**Person Specification**

The criteria below are assessed via the application form and interview process, which may include task based assessment.

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

|  | **Essential**  Without which the post holder could not be *appointed.* | **Desirable**  Extra qualities that can be used to choose between candidates with all essential criteria. | **Method of Assessment** |
| --- | --- | --- | --- |
| **Qualifications** | Relevant professional/vocational qualification or relevant experience and willingness to train  Level 2 (or equivalent) English and Maths |  | Certificates |
| **Experience** | Experience of working directly with young people  Experience of working in community and/or educational settings  Experience of working with people to achieve specific goals  Experience of working with young people in groups | Experience of working across agency boundaries  Experience of supporting individuals with substance misuse issues  Experience of carrying out assessments  Experience of providing outreach services  Experience of working with young carers | Application form, interview, references |
| **Skills** | Excellent communication and interpersonal skills  Facilitation and group work skills  Ability to form professional relationships with young people  Excellent time management and the ability to plan workload and work with the rest of the team to reach team goals  Good IT and numeracy skills  Able to reflect on practice | Skills related to substance misuse | Application form, interview, references |
| **Knowledge** | Understanding of Safeguarding Children and multi-agency work  Awareness of good professional boundaries, particularly in relation to working with young people  Understanding of the issues facing young people and families in urban and rural settings  Knowledge of substance misuse and the issues of young people and treatment | Knowledge of local resources, agencies and services | Application form, interview, references |
| **Other** | Driving licence, access to a motor vehicle (or workable alternative for disabled applicants)  Commitment to equal opportunities in service provision and employment and able to work within ethos of the organisation  Positive, co-operative, solution focussed attitude towards the team and the organisation in order to support the meeting of objectives  Promote the service and the organisation positively to stakeholders, staff and service users  Demonstrates non-judgemental attitude  Be able and willing to undertake further training and development specific to the role | Ability to use own initiative  Self-awareness  Perception of panel from interview that post holder would fit into team | Application form, interview, references |