

CASS The Carers Association

JOB DESCRIPTION

Title of post:	Caring Communities Link Worker
Hours of work:	25 hours per week to be worked flexibly Mon – Fri to meet the needs of the organisation.
Salary:	Actual salary £ 13,351 – 13,845
Responsible to:	Chief Operating Officer (C.O.O)
Responsible for:	Volunteers but no responsibility for paid staff
Pension:	Auto enrolment since April 2017 provider NEST
Holiday Entitlement:	23 days (plus one additional day for every year of service up to a maximum of 5) plus 8 statutory holidays
Probation period:	6 months
Length of Contract:	12months
Place of Work:	Home based and Suite 1a/1b The Whitehouse, 3A Chapel Street, Stafford, ST16 2BX

Background:

Traditionally, CASS The Carers Association (CASS) has worked with and supported carers of all ages living within the administrative districts of Stafford, South Staffs, Lichfield, Tamworth, East Staffs and Cannock Chase, under contract to Staffordshire County Council. Following a “whole service redesign “in 2015 by Staffordshire County and Stoke on Trent City councils, a contract for carers’ services has been awarded to another organisation and CASS is no longer funded via statutory services.

Consequently, CASS is seeking to identify and explore new opportunities and funding streams which will allow it to continue to provide support to Carers and vulnerable people.

Aims of post:

The Link worker will

- *work alongside established groups and community leaders
- * engage with residents in south Staffs district in particular to identify Carers
- * share their knowledge of existing and emerging groups
- * connect with networks and ensure increased exposure of the Good Life platform

Main Tasks and Responsibilities:

1. Follow project work streams as determined by the Chief Operations Officer (C.O.O), undertaking community engagement and awareness raising, information gathering and sign posting as appropriate
2. Promote the 'Caring Communities' and 'Dementia Friendly Communities' agenda
3. Maintain an awareness of local organisations that encourage self-care/positive lifestyle choices and link into a developing 'Social Prescribing Model', establishing key contacts in existing and emerging community organisations
4. Identify Carers and assist them to access their rights under The Care Act 2014
5. Recruit and work with volunteers in supporting the tasks and responsibilities of this post
6. Publicise the work of CASS and the Good Life platform both with residents in south Staffs district and community/organisational leaders, through outreach, information distribution, talks, presentations, and social media
7. Provide regular monitoring and accurate reports (including customer satisfaction) to the C.O.O. and funders
8. Identify the need for a Carers café and establish one in an appropriate locality
9. Manage and prioritise own workload in agreement with their Line Manager, to participate in regular team meetings and to work as part of a team to ensure the smooth and effective running of CASS
10. Support established projects with cover for holiday and sick leave or increased demands in other departments, when necessary at the request of the C.O.O
11. Carry out duties of the post with strict adherence to all CASS policies, to consult and liaise with the Line Manager with regard to the key aspects of the work, and to supply him/her with monthly statistics/reports and other information as required and to co-operate in Quality Assurance exercise

Additional Duties:

It is in the nature of the work of CASS that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks, which are not specifically covered in their job description, are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the employee's job, it will be included in the job description in consultation with the employee.

Staff Development:

1. All staff undergo an Induction Programme that gives clear guidance on the aims and values of the organisation and acceptable standards of performance and behavior in carrying out their role
2. The post holder will receive regular one to one supervision and support, in line with CASS policy
3. Further training opportunities for professional and personal development will be provided, as appropriate and according to identified need. This may be as an individual or as part of the CASS team

CASS The Carers Association

PERSON SPECIFICATION

Title of post: Caring Communities Link Worker

This specification lists the skills, knowledge and experience required for this post. The selection process will be based on these criteria and your application will be assessed to see if it meets the requirements of the post.

	Essential	Desirable	Method of Assessment
Background and knowledge	<p>An understanding of, and a sensitive approach to, the issues faced by Carers</p> <p>Knowledge of the way statutory and voluntary agencies are organised</p> <p>An understanding of Health and Social Care policies</p> <p>Proven background of project work and working to deadlines</p>	<p>Background of working with people in the community</p> <p>Background in giving and receiving information and support via the telephone and in person</p> <p>Knowledge of the geography of Southern Staffordshire and community assets</p>	<p>Application form / interview/presentation</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form</p>
Education and	Good standard of education		Application form/ certificates

Training			
Particular Skills and abilities	<p>Good listening, verbal and written skills and an ability to write accurate reports</p> <p>Ability to communicate on a variety of levels</p> <p>Excellent Presentation Skills</p> <p>Computer literacy skills Microsoft office</p> <p>Effective active listening</p> <p>Ability to work on own initiative and as part of a team</p> <p>Good organisational skills Adaptable, flexible and proactive</p> <p>Full driving license and access to a car</p>	<p>Experience as a volunteer or working with volunteers or supervising others</p> <p>Enthusiastic and energetic</p>	<p>Application form/ interview</p> <p>Application form</p> <p>Application form/interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form</p> <p>Application form Driving license Car insurance for business use</p>
Other factors	<p>An understanding of the importance of maintaining confidentiality and the willingness to work within CASS' aims, principles and policies e.g. Equal Opportunities</p>	<p>Experience of fundraising</p>	<p>Interview</p>

*Some lifting involved in this post - mainly display equipment leaflets etc. which the post holder is required to transport around - South Staffs district in particular