

Young Carer Support Practitioner Recruiting Information



February 2023

Registered Charity No: 1061116 | Registered Company No: 3305621

Swindon Carers Centre

Join Our Team

Join our award-winning, passionate team who are dedicated to providing advice, information, and support to unpaid carers in Swindon, aged 5+.

Swindon Carers Centre is a charitable organisation, established in 1997, which is part of the Carers Trust Network, established to provide help and support to the 21,000 unpaid carers in Swindon. We also work to raise the profile of unpaid carers so carers themselves can have a collective voice in influencing policy makers and service provision.

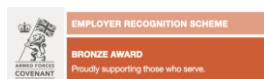
We are determined to provide a high-quality service for all our registered carers, a high-quality working experience for all our staff, and ensure good working relationships with all partners.

We strive towards ensuring our team's working experience at Swindon Carers Centre is positive and rewarding. Our staff are our biggest resource and asset and as such, our teams input into making Swindon Carers Centre a great place to work is crucial and valued.

If you are keen to make a positive impact on our community, are passionate about helping people, and want to be part of a fantastic and supportive team, Swindon Carers Centre is the place to work for you.

Swindon Carers Centre strive to be an equitable organisation and is proactive around equality, diversity, and inclusion. We welcome diversity in the people we provide a service to and in our workforce. Diversity is not just seen as something to aim for but as something to be valued, and an asset in delivering services across all communities in Swindon.

Swindon Carers Centre won the Wiltshire Life Charity of the Year Award 2022. The awards seek to raise the profile and awareness of not just profitable businesses, but also charities and community groups; the younger and older people in our community, and everyone in between; those who seek to put Swindon and Wiltshire on the map, that our towns and businesses can be proud of.



JOB DESCRIPTION & PERSON SPECIFICATION

Job title:	Young Carer Support Practitioner (Maternity Cover)
Reporting to:	Head of Service Delivery (YC/PC)
Work base:	Sanford House, Sanford Street, Swindon, SN1 1HE
Hours of work:	37 hours per week
Job purpose:	To work as a member of the support work team offering practical and emotional support to young carers (aged 5 – 17) who are responsible for caring for a parent, sibling, or other family member with physical or learning disabilities, long term illness, mental health problems or substance misuse.
Direct reports:	None

Specific Tasks

- To provide information, advice, and support to individual young carers and their families offering practical, emotional support, advocacy and ongoing one to one support as appropriate to the person's situation, making referrals to appropriate services as needed.
- To receive referrals and requests for service and complete appropriate assessment paperwork.
- To identify current needs of the parent and other family members that impact on the young carers caring responsibilities and refer, as appropriate, to Adult or Children's services.
- To manage a caseload to ensure that individual young carers are supported appropriately. This will involve undertaking school and home visits as a lone worker.
- To keep up-to-date records of contact with young carers and comply with SCC monitoring and information systems including database input of relevant information on individual young carers.
- Deliver term-time groups that provide opportunities for young carers to have respite, socialise and meet identified outcomes, whilst adhering to the group risk assessment and following internal Safeguarding policies.
- Lead or support during holiday activity sessions, ensuring young carers are safe whilst adhering to the activity risk assessment and following internal Safeguarding policies.
- To provide direction and support for young carer volunteers who support in group or during activities.
- Record information and feedback before and after each session to ensure any concerns or incidents are addressed promptly.
- To raise awareness among young carers and their families of their rights and entitlement to services and benefits.
- To complete reports and attend Team around the Child (TAC), Child In Need (CIN) meetings and Child Protection Conferences as required.
- To support the development of information and resource materials for young carers.

Relationships

- To work collaboratively with all Swindon Carers Centre staff, volunteers, and students, exchanging professional knowledge, experience, mutual support, and service development.
- Work alongside external agencies and schools to ensure multi-agency working to highlight and support the needs of young carers.
- To support the Centre in the production of performance reports and other Centre information as required.

Other

- To assist with the induction of new staff, volunteers, and student placements.
- To contribute to promotion of Swindon Carers Centre activities and campaigns.
- To attend meetings, conferences, and training relevant to the role as required and appropriate.
- To keep informed of new developments and legislation affecting carers.
- To role model the Swindon Carers Centre Behaviours Framework at all times.
- To recognise, support, and embrace the Mission and Values of Swindon Carers Centre.
- To understand and commit to equal opportunities and will take an active role in driving diversity, equity, and inclusion in the organisation.
- To have a commitment to your own personal development, a willingness to participate in individual supervision, and to undertake relevant training opportunities.

Special Conditions

- Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults with care and support needs and expects all staff and volunteers to share this commitment.
- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. Where the occasion arises, staff are expected to work in a flexible way. Any additional duties will normally be compatible with regular working and the need to provide service continuity. If the additional responsibility or task becomes a regular or frequent part of the employee's activities, it will be reviewed to assess whether it should be included in the job description in consultation with the employee.
- A driving license and access to a vehicle, insured for business use, is required for this post.
- Flexible working hours including some evenings and weekends may be required.
- Due to the nature of our work with vulnerable individuals an Enhanced Disclosure and Barring Service (DBS) is required for this post.
- All staff are expected to:
 - prepare for and participate in regular supervision sessions and the annual appraisal process as part of their performance management, and to support further personal development and training opportunities,
 - carry out their duties and responsibilities with due regard to the policies and procedures of Swindon Carers Centre.

Person Specification

Qualifications, Education, and Training	Essential/ Desirable
Minimum of five GCSE's (grade C or above) or equivalent including English	E
NVQ / diploma or professional qualification in a relevant discipline (Health / Social / Youth Work / Early Years)	E
Knowledge, Skills, and Experience	Essential/ Desirable
Experience in working with children and parents including casework	E
General awareness of young carers and carers legislation	E
An understanding of key legislation including the Care Act, Children and Families Act and local protocols affecting children and families including Early Help Records, Team Around the Child (TAC)	E
Experience in working with multi agencies across statutory, education, health, and community services to achieve better outcomes for individuals and families	E
An understanding of equal opportunities and anti-discriminatory practice	E
Experience in working within a team as well as independently	E
Ability to organise and prioritise own workload and manage time effectively	E
Ability to communicate effectively and clearly both verbally and in writing	E
Computer literate and able to use internet, email, and basic Microsoft packages	E
Experience in record keeping, report writing	E
Good understanding of outcomes and the importance of evidencing impact of interventions	D
Experience of delivering group work and group sessions	D
Experience of the planning, monitoring and evaluation of play and/or youth work	D
At least two years' experience of working with children and/or young people in a face-to-face capacity	E
Personal Qualities/ Attributes	Essential/ Desirable
Possess a current and valid driving license and has access to a car and insured for business use	E
Demonstrate patience, empathy, trust, respect, and integrity – working in a non-discriminatory manner	E
Commitment to service improvement	E
A positive and flexible /adaptable approach to working practices across the organisation in line with contractual obligations	E
Proactive and solution focused approach to working with children, young people, and their families	E
Recognition of the importance of professional boundaries with service users	E
Role model behaviours as outlined in the SCC Behaviours Framework	E
Promote SCC's mission and values and demonstrate commitment to its values	E
Ability to handle pressure in a fast-paced working environment	E

EMPLOYEE ENTITLEMENTS & BENEFITS

Annual Leave

All staff are entitled to 25 days paid leave (pro-rata for the first year of service and for part-time staff), rising by 2 working days after 5 years continuous service to 27 days (pro-rata for part-time staff) and by a further 3 days after 10 years continuous service to 30 days (pro-rata for part-time staff).

Flexibility

Swindon Carers Centre offers employees the opportunity to work flexibly, with a mixture of working from our office location and from your home address.

Birthday Day Off

All staff are offered a fully paid day off for their birthday.

Subsidised Parking (limited availability)

Swindon Carers Centre offer subsidised parking for all employees (subject to availability) at Fleming Way car park.

Refreshments

All staff have access to free refreshments in the office including tea, coffee, and dispenser water.

Emotional Support Helpline

Swindon Carers Centre offers all staff and their immediate family members (providing they live with the staff member and are over the age of 18) access to a free and confidential counselling service 24 hours a day, 365 days a year.

Staff Wellbeing

Swindon Carers Centre continuously supports our staff and their wellbeing. We have many policies and procedures in place to help us support everyone in the best way possible. All staff have regular supervisions and annual appraisals to support with workload and wellbeing. We have a Wellbeing Programme which includes a walking group, staff fun days, and much more, to offer further support.

Health and Fitness

All staff have access to discounted membership rate at Nuffield Health Gym at Greenbridge Retail Park in Swindon.

HOW TO APPLY

Young Carer Support Practitioner (Maternity Cover)
37 hours per week, Fixed Term Contract for 6 months (possibly to extend)
£22,372.98 (FTE)

The post holder will work as a member of the Young Carer team, offering practical and emotional support to young carers (aged 5 – 17) who are responsible for caring for a parent, sibling, or other family member with physical or learning disabilities, long term illness, mental health problems or substance misuse.

Closing Date: Monday 20th February 2023, by 5pm.

Please note: We may bring the closing date forward if we receive a high volume of applications.

Interviews: Tuesday 28th February & Thursday 2nd March 2023

For an informal discussion regarding this role, please contact us on 01793 531133, and ask to speak to Andrea Macdonald, Deputy Service Delivery Manager (YC/PC).

To be considered for this position, you are required to complete the application form available on our website here www.swindoncarers.org.uk/working-with-us/ and outline how you meet the requirements of the job within the job description and person specification using the supporting information section of the application form. You can complete the online application form on our website or download the form.

Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. An Enhanced Disclosure and Barring Service check will be required for this post.

We adhere to a policy promoting equality of opportunity. No CV's. No agencies.

Many of our staff work flexibly in different ways. Please talk to us at interview about the flexibility you need. If you are an unpaid carer, we can discuss how we can help you to balance work and your caring role. We cannot promise to give you exactly what you want, but we do promise not to judge you for asking.

Swindon Carers Centre will retain all unsuccessful applications for 12 months after the date of interview and may contact you during this time regarding future job opportunities. All applications will be destroyed following the 12-month period.

All information for applicants is available on our website:

www.swindoncarers.org.uk/working-with-us

SWINDON CARERS CENTRE

Our Vision

Creating a community where carers are recognised, valued, and supported.

Our Mission

To improve the wellbeing of people with caring responsibilities in and around Swindon.

Our Values

We strive to work in the following way with all people involved in our service:

- Openness: We will work and take decisions in an open and transparent manner
- Accountability: We will take responsibility for what we do and how we do it
- Integrity: We will be principled in our work
- Objectivity: We will act and take decisions impartially and fairly, without discrimination or bias
- Leadership: We will model SCC's values and lead by example in demonstrating organisational behaviours
- Honesty: We will be truthful and reliable
- Selflessness: We will act in the best interests of our carers

Swindon Carers Centre Policies and Documents

Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment.

www.swindoncarers.org.uk/safeguarding/

Swindon Carers Centre strives to be an equitable organisation and recognise equality, diversity, and equity. We welcome diversity in the people we provide a service to and in our workforce. Diversity is not just seen as something to aim for but as something to be valued and an asset in delivering services to different people. We adhere to a policy promoting equality of opportunity.

All staff, volunteers and trustees of Swindon Carers Centre are required to have a Disclosure and Barring Service Check carried out.

Disability Confident Committed Employer

As a Disability Confident Committed Employer, we have committed to:

- ensure our recruitment process is inclusive and accessible
- communicating and promoting vacancies
- offering an interview to disabled people who meet the minimum criteria for the job
- anticipating and providing reasonable adjustments as required
- supporting any existing employee who acquires a disability or long term health condition, enabling them to stay in work
- at least one activity that will make a difference for disabled people



More information about the Disability Confident scheme can be found here: www.gov.uk/disability-confident

Swindon Carers Centre guarantees to interview anyone with a disability whose application meets the minimum criteria for the post. By 'minimum criteria' we mean that you must provide us with evidence in your application form and supporting information which demonstrates that you meet the level of competence required for each of the criteria, as well as meeting any of the qualifications, skills or experience defined as essential.

[Behaviours Framework](#) | [Safer Recruitment Policy](#) | [Equality and Diversity Policy](#)

WHAT OUR TEAM SAY

Why do you stay working for Swindon Carers Centre?

“SCC values and commitment to carers.”

“I have more than one reason for staying! But the main ones are that I have autonomy in how I organise my work, I feel that my work is of value, and I feel well supported and valued by my line manager.”

“I wholeheartedly believe in the culture, vision, and values, which is why I have stayed with SCC for so long. I love my job and the people I work with, which is so important when working in the sector we do.”

“Job satisfaction.”

“I enjoy working in a voluntary sector to support the local community of unpaid carers. I feel we offer a variety of support and do not expect one size to fit all. I enjoy working with a likeminded team across the whole of SCC. I also enjoy the autonomy that is extended to me with me role.”

“I enjoy my varied role within SCC and working in an area that matches my skill set and knowledge. It is a very rewarding role and can change week to week.”

“SCC is the best organisation for me to be part of to be able to support as wide a range of carers as possible.”

“Dedicated to its mission, vision and values.”

“I LOVE my job! I enjoy the variety involved, working with all my colleagues, getting out into the community and the feeling that we are a big family.”

“I appreciate the flexibility, the opportunity for career growth, and the good relationships with colleagues. We all share the same vision and are dedicated to ensuring carers are supported to the best of our ability.”

“Continually learning.”

“It's great working environment in. Colleagues and management treat each other with respect. Another positive is that SCC has adopted hybrid working. It's great to have the flexibility to be able to work from home or in the office.”

“I enjoy the challenge, I like the people I work with, and I like the flexibility offered.”