

# Adult Carer Support Practitioner (Maternity) Recruiting Information



May 2023

## 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.

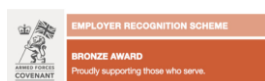
We are determined to provide a high-quality service for all our registered carers, a high-quality working experience for all our staff, and ensure good working relationships with all partners.

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

<b>Job Title:</b>	Adult Carer Support Practitioner (AC/OC) Maternity Cover
<b>Reporting to:</b>	Deputy Service Delivery Manager (AC/OC)
<b>Work Base:</b>	Sanford House, Sanford Street, Swindon, SN1 1HE
<b>Hours of Work:</b>	30 hours per week (negotiable), <b>12 Month Contract</b>
<b>Job Purpose:</b>	<p>Working as a member of the Adult Carers Support Team, by managing a caseload of carers and offering information, advice, carer conversations (care act), and support to carers. To contribute to the effective working of the Adult Carer Support Team, supporting other processes within the team to ensure continuity of service.</p> <p>To develop close working relationships with partner organisations in the statutory and voluntary sector and to assist with volunteer/student support, training, and contribute to the volunteers' development and progress.</p>

## Key Responsibilities

### Carer Support

- Manage a caseload to ensure that individual adult carers are supported appropriately, through signposting, Carers Assessments (Carer's Conversations), reviews, contingency/support planning, and 1:1 support, and making referrals to appropriate services as needed. This will involve undertaking home visits as a lone worker ensuring the lone worker procedure is adhered to.
- Support appropriate carers to apply for funding including but not exclusively Carers Relief and Carers Support Scheme.
- Support the operation of the Carer Support Line (CSL), ensuring cover is available in case of absence of the scheduled worker(s) and that carers on CSL are contacted with in the agreed KPI.
- Respond to/cover queries from carers visiting the centre where these cannot be resolved by the CSL team.
- Undertake regular reviews of carers needs, signposting both internally and externally as required.
- Support Service Delivery by assisting other areas of the AC/OC Service as required, including registrations process and groups and activities.
- Keep up-to-date records of contact with carers and comply with centre monitoring and information systems.
- Raise awareness among carers of their rights and entitlement to services and benefits.
- Enable carers to access support, training, and opportunities for breaks as appropriate to the needs and

### Supporting Development Work

- Develop close working relationships with partner organisations in the statutory and voluntary sector.
- Work collaboratively with other staff within all areas of Service Delivery to ensure a consistent approach in identifying carers and enable carers to access information, assessment, and service provision at an appropriate level.
- Contribute to the collation of information needs to assist the development of appropriate services and information for carers.
- Support any student placements the AC/OC team may have.
- Enable mechanisms for carers' feedback on service gaps, to be used to address the support needs of carers through individual, group, and other carer networks as they develop.

## Relationships

- To work collaboratively as a member of the Adult Carers Support Team sharing professional knowledge, experience, mutual support, and service development.
- To support other areas of Service Delivery as and when required in a proactive and positive way.
- To support in the production of regular monitoring reports and other ad hoc centre information requirements.
- To work collaboratively with all Swindon Carers Centre staff, volunteers, and students, exchanging professional knowledge, experience, mutual support, and service development.
- To support the Centre in the production of performance reports and other Centre information as required.

## Other

- To assist with the recruitment and 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 have a commitment to your own personal development, a willingness to participate in individual supervision, and to undertake relevant training opportunities.
- To keep abreast of new developments and legislation affecting carers and feed this back into the AC/OC team, other Service Delivery areas and SLT.

## 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.
- Reasonable travel and lone working will be expected on occasion as part of this role.
- Flexible working hours including some evenings and weekends may be required.
- Due to the nature of our work with vulnerable individuals a Basic 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

<b>Qualifications/ Education and Training</b>	<b>Essential/ Desirable</b>
Minimum of five GCSEs (grade C or above) or equivalent including English	<b>D</b>
NVQ / diploma or professional qualification in a relevant discipline (health and social care)	<b>D</b>
<b>Knowledge, Skills and Experience</b>	
Experience of undertaking holistic assessments, and developing support plans (including contingency plans), to identify and enable an individual to meet their needs	<b>E</b>
Ability to organize and prioritise own workload, and manage time effectively	<b>E</b>
Computer literate and able to use basic Microsoft Office including e-mail, internet, and various databases	<b>E</b>
Effective record keeping skills	<b>E</b>
Experience working in a team	<b>E</b>
An understanding of equal opportunities and importance of confidentiality	<b>E</b>
Experience of maintaining professional boundaries	<b>E</b>
Experience of caring for or working with vulnerable people	<b>E</b>
Clear understanding of Local Adult Safeguarding concerns including the Safeguarding thresholds	<b>E</b>
Experience of working in a community health / social care / voluntary setting	<b>E</b>
An understanding of general carers issues	<b>E</b>
Experience of acting as an intermediary on behalf of service users	<b>E</b>
Experience of managing/supervising and training others	<b>D</b>
<b>Personal Qualities/ Attributes</b>	
Self-confident	<b>E</b>
A flexible / adaptable approach to working practices	<b>E</b>
Ability to communicate effectively and clearly both verbally and in writing	<b>E</b>

# 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

**Adult Carer Support Practitioner (Maternity Cover)**  
**30 hours per week (negotiable) Fixed Term Contract for 12 months**  
**£24,480 (FTE) £19,848.65 (Pro Rata)**

The post holder will work as a member of the Adult Carer Support Team by managing a caseload of carers and offering information, advice, carers conversations (Care Act), and support to carers.

**Closing Date: Monday 5<sup>th</sup> June 2023 by 5pm.**

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

**Interviews: Wednesday 13<sup>th</sup> & 14<sup>th</sup> June 2023.**

For an informal discussion regarding this role, please contact us on 01793 975327, and ask to speak to Tina Richards, Deputy Service Delivery Manager (AC/OC).

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/](http://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.

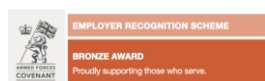
We adhere to a policy promoting equality of opportunity. **No CV's. No agencies.**

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](http://www.swindoncarers.org.uk/working-with-us)



# SWINDON CARERS CENTRE

## 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/](http://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](http://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.”