 Job Description

**key information**

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| **Post:** | Young Carer Support Coordinator |
| **Salary/pay:** | £33,562 |
| **Hours:**  | Based at home, you will be visiting schools, delivering events in youth clubs and other community settings. You will also attend regular ‘team meeting days’ at our offices in Burpham, Guildford. Support Coordinators will need to work some of their hours during times that young carers are available. This will include regular afternoon, evening and Saturdays. |
| **Responsible to:**  | Team Manager |

**JOb purpose**

1. Working with local statutory and community providers to organise regular opportunities to support young carers.
2. To help young carers understand and discuss their caring role, have fun time out and meet others in similar caring situations.
3. Through initial assessment and case management, offer reviews to assess the individual need of young carers and provide a 12-week support plan.
4. To work closely with education establishments in the identification and support of young carers.
5. To identify, signpost and make onward referrals for young carers where safeguarding needs are identified.

To deliver all the above by both meeting young carers face-to-face and using technologies such as zoom.

**mAIN DUTIES AND RESPONSIBILITIES**

**Caseload management:**

* To be the Lead Worker for a caseload of young carers in the moderate tier aged 5-17 years.
* To maintain and update client records and database requirements in relation to the information, support and signposting that is offered to young carers.
* Support and maintain on-going contact and relationships with families.
* In discussion with young carers and families, identify time out and personal development opportunities, utilising funding from identified sources.

**Delivery of one-to-one work**

* Complete a needs led assessments and reviews with young carers in schools, in community settings and via technology such as zoom.
* Offer outcome based 1:1 support to moderate need young carers.

**Delivery of group work**

* In partnership with colleagues and wider networks, plan and deliver a range groups, targeted events, transition support and one-off events, for young carers across Surrey, meeting the aims and objective set.
* To debrief and offer support to colleagues after an event regarding any matters of concern or incidents that occurred and escalate as required.
* To ensure that all activities meet current legislative requirements and event planning procedures.
* To understand your responsibilities in in relation to safeguarding and health and safety.

**Other Duties**

* To follow the targeted workplan as set by the SYC manager.
* Develop partnership opportunities with schools to identify and support young carers in their education achievements.
* To work in line with SYC budget, keeping accurate written and computerised records on CRM.
* To provide reports, evaluations, and case studies to evidence the support and interactions with SYC.
* To work in collaboration with the Volunteer and Sessional Coordinator around staffing at events
* To signpost and refer young carers and their families to local support services
* To apply for Early Intervention Payments and Travels Cards where needs are identified
* To provide and support Giving Young Carers a Voice opportunities
* To undertake any other duties as may reasonably be agreed with the Manager of Surrey Young Carers.
* To work proactively and positively in partnership with other teams within ACS and externally with partner organisations.

**General**

* Attend mandatory training identified by ACS.
* Ensure all work with young carers meets current legislative requirements, good practice and is line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding, confidentiality and data protection.
* Work in accordance with the ACS Code of Conduct and to understand and implement policies, standards and procedures of ACS.
* To attend and contribute at team meetings, supervision, area meetings and core ACS/SYC training.

 Personal Specification

**SUPPORT coordiantor specification**

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| **Experience** | **Essential or Desirable** |
| Experience of working with children, young people and families. e.g. in social work /health /education /youth service /voluntary sector settings  | Essential  |
| Experience of planning and delivering outcome based group work to children and young people  | Essential |
| Experience of advocating on behalf of a vulnerable group | Essential |
| Experience of building networks and partnerships with professionals to increase reach and impact | Essential |
| **Education & knowledge** | **Essential or Desirable** |
| A professional understanding of safeguarding, confidentiality, disability and carers rights | Essential |
| Qualification in Social Work, youth and community work, teaching or counselling | Desirable |
| **Abilities**  | **Essential or Desirable** |
| Ability to listen effectively | Essential |
| Ability to positively and appropriately represent the organisation by forming good working relationships and communicate effectively with staff in both statutory and voluntary sector agencies and service providers | Essential |
| Ability to communicate effectively and form good working relationships with young people, their families and professionals.  | Essential |
| Ability to deliver and evaluate outcome-based activities to groups of children and young people. | Essential |
| Able to use standard Microsoft computer packages independently and effectively and able to record information on a database. | Essential |
| Ability to adhere to work plan, to work to deadlines and use time effectively | Essential |
| **Personal qualities** | **Essential or Desirable** |
| Commitment to work with children and young people | Essential |
| Ability to use own initiative, self-motivate, and work without direct supervision | Essential |
| Ability to enthuse and engage others in young carers issues and the work of Action for Carers, including promoting other services within the organisation | Essential |
| A flexible approach to working hours | Essential |
| **Other** | **Essential or Desirable** |
| Current driving license and use of a road worthy vehicle\* | Essential  |
| Must be able to undertake manual handling activities. IE Take resources such as games, sports equipment, first aid box etc to youth settings.  | Essential  |
| Able partake in training sessions relevant to the role | Essential |

\*NB If appointed to the role, you must also have/purchase ‘business cover insurance’ for your car.