### Job Description

# Title Carers Support & Development Officer

**Lead** Substance misuse (inc. dual diagnosis) and LGBT+ outreach

**Hours of Work** 21 hours per week. Working days flexible but would need to include Wednesday once a month. Some evening and weekend work will be necessary.

**Responsible to** Deputy Chief Executive

# Job Purpose To facilitate access for Carers in Wandsworth to appropriate support services, both statutory and voluntary. The post will involve the direct provision of services, referral to and between services, collaborative work with other local agencies, outreach work and training. The post-holder will provide advocacy, referral and ongoing practical and emotional support to Carers within their lead, through individual and group work. To work closely with the LGBT+ service coordinator.

**Principle Tasks:**

**1 Service Provision**

1.1 To assess and keep under review the emotional and practical support needs of individual Carers of these client groups in Wandsworth

1.2 To provide information, support and advocacy both on the phone and face to face through appointments, drop-in and home visits as appropriate

1.3 To ensure that up to date information resources are available to Carers and staff about other relevant support services

1.4 To provide outreach for Carers at different locations within London as required

1.5 To ensure access for Carers into the other services of the Centre

1.6 To support and encourage Carers to undertake Carers assessments

1.7 To refer and signpost Carers to access other local services and agencies as appropriate

1.8 To support and empower Carers to influence local service planning and delivery through participation activities

1.9 To provide advice to statutory authorities on their initiatives for these groups of Carers. This will include Carers Assessments

1.10 In conjunction with other staff to ensure that Wandsworth Carers’ Centre services are accessible and responsive to the needs of Carers, particularly within your lead areas

1.11 To develop a range of peer support groups/systems to meet the needs of Carers and to review this at agreed times.

1.12 To participate in Wandsworth Carers’ Centre duty system as required

**2 Service Planning and Development**

2.1 To establish and maintain contact with appropriate statutory and voluntary agencies.

2.2 To assess the needs of Carers, particularly within your specialisms

2.3 To appraise the quality, appropriateness and accessibility of local services for Carers

2.4 To develop and maintain appropriate referral protocols with statutory and voluntary services

2.5 To develop and incorporate appropriate service plans in light of local and national priorities including contract targets.

2.6 To ensure that the role of the post-holder is clearly defined, understood and valued by staff, volunteers and other agencies

2.7 To represent Wandsworth Carers’ Centre at appropriate meetings, seminars and committees

**3.0 Partnership work**

3.1 To identify areas for development within lead services through attendance at external meetings and briefing sessions

3.2 To establish a clear understanding of the differing roles of the Carers partnership, voluntary services and relevant bodies

3.3 To implement any relevant action plans as identified

**4.0 Training and awareness raising**

4.1 To develop and/or facilitate training and information seminars for

Carers including specific lead areas which are co-produced and evaluated

4.2 To train Wandsworth Carers’ Centre staff, where appropriate, within your lead areas

4.3 To provide training and information sessions to local voluntary and statutory service providers

## 5.0 Staff Responsibilities

5.1 To work as part of the team at the Centre to ensure quality service provision for all Carers

5.2 To actively participate in team meetings

5.3 To actively participate in management supervision

5.4 To share joint responsibility with the team for the working environment

**6.0 Monitoring and Reporting**

6.1 To record and monitor work within the established procedures of the

Centre’s deadlines and timescales.

* 1. To collect data and produce regular written progress reports

6.3 Produce quarterly monitoring reports where necessary

**7.0 Policies and Procedures**

7.1 Participate in the production of policies and procedures of the Centre

7.2 Carry out the above duties with due regard at all times to the policies and procedures of the organisation.

**8.0 Other Duties**

8.1 To attend and participate in training as required, to ensure up to date knowledge

8.2 To keep abreast of developments in the field of Carers and lead area(s)

8.3 To undertake other duties as appropriate to the grade, as negotiated with the Senior Manager

Abi McNeil

Deputy Chief Executive

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