

**Improving the lives of all unpaid Carers**

Our vision at Carer Support South Lakes (CSSL) is that every should  
be able to live well and enjoy life feeling supported and included.

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We are delighted that you are interested in joining our dedicated team at CSSL. We registered as a charity in 1993, and at that time provided a support group and supported 15 unpaid Carers. Today, 30 years on, we have evolved and now offer a range of services to support around 1700 unpaid Carers of all ages, from 5 to 100, throughout the South Lakes. The youngest Carer we support has just turned 5, and the oldest is currently 98. We are proud of the many achievements we have made since registering as a charity in 1993, and due to the dedication and hard work of our Trustees, staff, local supporters and many Volunteers. Our continued success depends on the contribution and expertise of every individual we employ and work with. We welcome and thank you for your application.

**What we can offer you…**

* Company pension
* 25 days holiday
* Birthday day off
* Telephone and Laptop provided
* Workplace Health & Wellbeing programme
* Westfield Health (quality health cover)
* Opportunities for PDP and progression
* Regular Lunch & Learns and staff social club
* Supportive work family

**JOB DESCRIPTION**

**POST:** GP Liaison Practitioner

**REPORTS TO:** Adult Services Team Lead

**SALARY:** £22,767 FTE pro rata

**HOURS:** 22.2 hours - days to be discussed

**PLACE OF WORK:** Office based in Kendal and across South Lakeland

**LOCATION:** South Lakeland

**PURPOSE AND KEY OBJECTIVES**

* To engage with GP surgeries to ensure early identification of Carers and referral completion
* To identify and liaise with local health services within the South Lakes locality
* To work with local hospitals to ensure Carers needs are met at the point of the cared for being discharge from hospital
* Raise awareness of the needs of Carers and the services that are available within their own community
* Raise the profile of Carers in the South Lakeland area
* Provide information, practical advice and signposting to unpaid Carers so they feel less isolated and more supported to manage and continue in their caring role for as long as they are willing and able to.
* Contribute to the development and ongoing work of CSSL.

**MAIN TASKS AND RESPONSIBILITIES**

* Be a friendly and welcoming first point of contact for all identified, and unidentified unpaid Carers, as well as family, friends and professionals.
* Provide a listening ear, whether this be by telephone or face-to-face, to all unpaid Carers, family, friends and professionals who contact the charity.
* Accept self-referrals, and ones from family and friends, and professionals from various channels, and complete all database requirements for these to be allocated within the charity.
* Identify unpaid Carers and undertake a formal Carer’s Assessment of their individual needs in accordance with assessment criteria defined by Westmorland and Furness Council, Adult Social Care.
* Formulate a Support Plan tailored to meet the Carer’s needs and responsibilities,
* To establish and maintain all professional standard case notes on individual unpaid Carers and to complete all database requirements for record keeping and monitoring.
* To liaise with and work alongside all Statutory and Voluntary agencies and Health and Social Care professionals as required in order to support the health and wellbeing of individual unpaid Carers who are accessing health services
* To provide advice and information to unpaid Carers, and refer and signpost to other organisations which can provide services and further support to them, whilst empowering the Carer, and promoting their independence.
* To work in accordance with the Cumbria Safeguarding Adults Board and the Cumbria Safeguarding Children’s Partnership.
* To develop and maintain links with statutory authorities and other agencies to raise awareness of unpaid Carers issues and their needs.
* To work in rural locations to ensure Carers can access support more readily
* To raise awareness of the work of CSSL with professionals in a health setting by having community presence and providing information where appropriate.
* To be a point of contact within health settings in the South Lakes locality
* Working with the Carer Champion Volunteer programme and other colleagues to raise awareness of the charity when appropriate
* To attend events, meetings, forums and deliver presentations as required.
* To carry out any other such relevant duties as are required by this post.

**ORGANISATIONAL REQUIREMENTS OF EMPLOYEES**

* Carry out duties in accordance with legislative and regulatory requirements
* Carry out duties in accordance with CSSL policies and procedures, including Health and Safety, Confidentiality, Equal Opportunities and Data Protection
* Contribute to the overall achievement of CSSL mission and objectives
* Ensure the values of CSSL are upheld across the organisation
* Assist CSSL in Community Fundraising initiatives
* Promote CSSL social enterprise initiatives
* Participate in fundraising activities with and on behalf of CSSL
* Participate as part of the requirements of CSSL to meeting their ISO 9001 Quality Award standards
* Provide a supportive working environment to all staff and Volunteers
* Attend regular supervisions, staff and team meetings as requested
* Contribute to research and reports

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of evolution as the organisation develops, changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Qualifications** | |
| **Essential Desirable** | |
| * Previous experience of working in a health care setting and an understanding of the health care system | * Relevant qualification or training in Health and Social Care/ Social Work/ Nursing at level 3 or above |
| **Experience of** | |
| * Multi-Disciplinary teamwork * Working on own initiative * Working and communicating with staff and colleagues from partner agencies including GPs, Social Services etc. * Role management experience of Volunteers * Working with/in the Health and Social Care Services and community provision | * Working with or within the voluntary sector * Experience of working with Social Care Services * Working with Westmorland and Furness IT Database * Experience of working with Early Help Boards and Children Services. * Working directly with Carers of all ages * Extensive experience of Complex Case Management * Role management experience of Volunteers |
| **Knowledge** | |
| * Understanding of issues affecting Carers with long-term disabilities and illnesses * The Care Act – Carers Assessments, Resource Allocations and Care Support Needs Assessment for people that are cared for * Safeguarding of vulnerable people, Prevent and Channel * Relevant legislation including Health & Safety at work act 1974 and Mental Capacity Act 2005 * National Care Standards | * The work of Carers’ Associations * The work of Social Services in relation to Carers and the Cared-for * Welfare Benefits * Westmorland and Furness Adults Safeguarding Board Protocol and CSCP Safeguarding Protocol * Knowledge of fundraising to include unrestricted income. * Good working knowledge of other assets, services and organisations within South Lakeland to support Carers and the people they care for |
| **Skills** | |
| * Excellent written and verbal communication within a wide range of audiences * Demonstrate strong interpersonal and influencing skills * IT literate (Microsoft) in particular, using databases * Excellent communication skills * Demonstrate professional curiosity. | * Excellent presentational skills |
| **Qualities** | |
| * Ability to plan, work and organise under pressure to work on own initiative and as part of a team. * Commitment to Equal Opportunities, Cultural Diversity and providing exceptional customer service. * Ability to manage own professional and personal development and a willingness to learn. * The ability to relate to and empathise with Carers and the people they care for. * Have access to a car and be willing to support Carers in the community * Ability to communicate through well written reports * Ability to respond to new situations | * Ability to carry out dynamic risk assessments |

**TO APPLY FOR THIS POSITION**

You must complete an application form, Rehabilitation of Offenders Act 1974 (Exception) Order 1975 form and equal opportunities monitoring form available to download from the CSSL website www.carersupportsouthlakes.org.uk in Word and PDF formats. You may attach a letter but please don’t send photographs. We do not accept CVs.

If you don’t have Internet access, telephone 01539 815970 and give us your name and address, quoting the job title and reference number.

In completing your application, you must tell us how you meet the essential qualification, experience, skills and qualities outlined in the Job Specification.

We will assess how you meet them through the application form and interview. We will let you know if we will include a presentation or a skills test if you are selected for interview.

**DEADLINE FOR RECEIPT OF APPLICATIONS**

This vacancy closes Friday 1st March 2024. Forms received after this time will not be processed.

Your completed application form, Rehabilitation of Offenders Act 1974 (Exception) Order 1975 and equal opportunities monitoring form should be returned by one of the following methods:

**By email:**

Please email admin@carersupportsouthlakes.org.uk. There is no need to send additional copies. If successful, you will be asked to sign your electronic application form at interview. Please note that our email servers will not accept emails larger than 10MB.

**By post:**

Holly Cragg(Operations Manager)

Carer Support South Lakes,

Beezon Annex, Beezon Road, Kendal, Cumbria LA9 6EL

**ACKNOWLEDGEMENT OF RECEIPT**

Email applications will be acknowledged when we receive them. Should you wish to receive an acknowledgement for a postal application, please include a self-addressed envelope with a 1st or 2nd class stamp and we will return this to you.

**INTERVIEWS**

Interview date TBC