**Information for Applicants**

**Carer Connector – Breckland**

**Hours:** 22.5 hours a week

**Contract:** Fixed-term until 30th September 2020 (with potential extension until 2022)

**Starting salary:** £22,911 per annum (pro rata for part time hours)

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check:** Enhanced Child Workforce

**Closing date: Friday 22nd November 2019. 12 noon**

**Interview date: Thursday 28th November 2019**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form. Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.

For further information about this post please contact: **Maria Plumb, Deputy Service Manager – Carers Matter Norfolk on 01603 883844 or maria.plumb@carersmatternorfolk.org**

Please return completed applications to: Julia Creusson

Resources & Facilities Manager

Voluntary Norfolk

St Clements House

2-16 Colegate

Norwich

NR3 1BQ

Or by email to: hr@voluntarynorfolk.org.uk

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities where people work together to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

## Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

## Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments.

## Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are the lead partner in the Carers Matter Norfolk service and its sister service for Young Carers and Families providing practical and emotional support for Norfolk’s 100,000 unpaid carers. We also lead the Better Together service which addresses the health impacts of loneliness and social isolation. In April 2019 we took over the management of Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

## Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. We are one of the main partners in Neighbourhoods that Work, led by Great Yarmouth Borough Council, which works with residents, communities and partners to increase community resilience. In Norwich we run aDigital Inclusion programme which enables residents to develop the skills, capabilities and confidence to access online services, support and activities. We have recently been awarded funding to lead another partnership in Great Yarmouth, *Freshly Greated, which* aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

## Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. As part of the Norfolk Community College they offer 1-2-1 mentoring, training, volunteering and work placements, as well as specialist support and advice around wellbeing, debt and benefits.

## CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 70, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £2million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald, Chief Strategy Officer and Executive Board Director of Flagship Group.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ.

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)



**Background to Carers Matter Norfolk**

Carers Matter Norfolk is an innovative service supporting carers in Norfolk which has been designed and led by carers. Voluntary Norfolk lead a partnership to deliver information, advice, one to one and group support to carers of all ages in the community or home, via an Advice Line, in groups and in schools/colleges. Our team of Connectors work with the whole family and colleagues from the partnership to help carers achieve the best outcomes for what matters to them.



**Job Description**

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| **Job Title** | Carer Connector |
| **Company** | Voluntary Norfolk |
| **Location** | Early Help Hub or partner office (e.g. NCC) |
| **Responsible to** | Deputy Service Manager |

**Main Relationships:** Carers, the person they care for and their families, Carer Advisers, Volunteer Peer Advisers, Carers Voice Norfolk & Waveney Officers, Peer Support Groups, Early Help Hub, CCG, District, Town and Parish Councils, GP Practices, Pharmacies, Social Prescribers, Integrated Care Coordinators, NCC Development Workers.

**Main Purpose of the Role:**

Carers Connectors facilitate and empower carers of all ages and their families to achieve the greatest degree of choice & control, independence and quality of life as possible. This is achieved through focusing on the development of skills (e.g. self-advocacy), promoting resilience & self-management and the development of personal networks within their community.

Connectors support carers to achieve what matters to them through the Preventative Assessment Framework. They work in a whole family approach to reduce inappropriate caring where needed.

Development of the carers support offer is vitally important within the community and Carer Connectors will be expected to coordinate and shape the development of this within their locality. This will involve providing development and capacity building support to local volunteer led peer support groups. Connectors will also facilitate and empower local community volunteers to proactively identify ‘hidden’ and ‘disengaged’ carers and signpost or refer to sources of support.

**Main Duties**

1. **Assessment and Support Planning**
* Enable carers to assess their strengths, ‘natural’ support networks and what matters to them; assisting them to identify and articulate their desired outcomes, while providing time limited support or interventions to enable them to achieve these.
* Complete Preventative Assessments, using a whole family approach as relevant. Using the information the carer and their family have identified as what matters to them, co-produce a support plan which helps them to develop resilience, self-management, care with confidence and avoid/prevent crisis.
* Work with carers to set S.M.A.R.T targets to help them achieve their goals / outcomes, ensuring they meet outcomes & wellbeing areas defined in the Care Act (2014).
* Using the Carers Star, Family Star or My Star, measure outcomes as part of the preventative assessment, capturing different aspects of the carer’s life circumstances and their journey. Continue to use the Star to measure progress and achievements against their goals.
* Coordinate multi-agency involvement (e.g. through the Early Help Hub or Norfolk Community Advice Network Referral System) taking the lead in making onward referrals to statutory, third sector and community agencies where required.
* Complete reviews at agreed intervals, identifying progress towards achieving outcomes/goals and developing self-resilience.
* Support empowerment, independence, social and emotional wellbeing through information, advice and local opportunities. Encourage use of existing community resources and facilities. As part of promoting independence, agree with carers an end point for support or intervention from the service and how this can be achieved.
1. **Service Delivery: Performance and Quality Management**
* Work to a flexible delivery model, undertaking assessments, support planning and reviews with carers at their home, community venue or other location as chosen by the carer.
* Travel across the locality to meet with individuals and groups of carers.
* Record all interactions, interventions, notes, assessments and actions for follow-up on the CRM database (Charitylog) in a timely manner, ensuring data is accurate and proportionate, providing carers with a physical or electronic copy of their assessments (including Carers Star) within 7-10 days of a visit / meeting.
* Ensure quality of data is consistent and in line with Voluntary Norfolk and Partnership accepted standards.
* Complete and review carer assessments within contractual timeframes, ensuring person centred, outcome focussed support plans are created and updated.
* Promote carer choice and control at all times by working within a personalised and carer-directed service.
* Work in line with all relevant legislation and guidelines to protect carers, colleagues, and others from any abuse, accident, or injury.
* Attend regular Early Help Hub collaboration meetings to: (a) develop professional networks; (b) shape the local carers support offer and (c) draw on a multi-agency strengths-based assets approach.
* Actively participate in the Carers Voice Norfolk & Waveney network, supporting carer involvement within the service.
* Contribute to the collation of regular service monitoring and evaluation, including providing monthly case studies and outcome reporting on individual cases.
* Deliver against specific targets and Key Performance Indicators (both outputs and outcomes), review progress, and set short term priorities in regular supervision with Service Manager.
* Ensure a quality service is given to carers regardless of class/culture/language/religion or sexual orientation.
1. **Community Development and Capacity Building**
* Develop effective community networks, promoting partnerships and community solutions, which will increase a carer’s ability to choose the way they receive support.
* Identify and map where there are gaps in provision within a locality and work in partnership with other third sector, community and statutory organisations to play an active role in the development of flexible, local resources where most needed. Establish effective working relationships with these partners to facilitate a joined up approach enhancing service delivery and access to services for carers.
* Gather and disseminate knowledge of local groups, activities and networks to colleagues both internally and externally (e.g. Better Together Norfolk, Voluntary Norfolk Community Connectors, NCC Development Workers, Social Prescribers) to help facilitate an asset based approach to community development.
* Work with Peer Support Groups to help build their capacity and resilience within their locality, drawing on support from across the wider service (e.g. Communication Team) and the wider community.
* Work with the Service Manager and Carers Voice Norfolk & Waveney to coordinate the creation and ongoing development of a service locality plan, drawing together carers, professionals and organisations to co-produce an enhanced and integrated offer for carers.
1. **Communications, Engagement & Awareness-Raising**
* Support colleagues in Education & Training and Carers Voice Norfolk & Waveney to co-design and implement a training and support programme with local carer/ex-carer groups in the locality.
* Support information and awareness events within a locality, maximising the opportunity to identify and engage with hidden and disengaged carers.
* Coordinate and develop events in the locality for Carers Week and Carers Rights Day.
* Work with Carers Voice Norfolk & Waveney, local Peer Support Groups and the Communications Team to identify areas local carers might access (e.g. supermarket, GP, pharmacy) and target with information/awareness raising.
* Work with the locality-aligned Carers Adviser to deliver a seamless integrated service between the Advice Line and community based interventions. Feed in locality specific information to ensure the Advice Line possess up-to-date and relevant information.
1. **Recording and Information Governance**
* Ensure that information is collected, processed, and stored lawfully to information governance best practice standards and complies with the requirements of the Data Protection Act 2018 and other legislation.
* Work within the code of conduct, observing the service confidentiality policy in practice and maintaining professional boundaries when working with carers, professionals, and other service staff.
* Work within, and regularly input to, the policies and processes in place for the service, including assessment, support planning and review processes, data input and management, quality assurance processes safeguarding and lone working procedures.

1. **Other**
* Positively participate in the staff development programme, including service monitoring, coaching and personal development planning, supervision, and appraisal / performance reviews, in line with the performance and quality management framework and staff competencies and capabilities framework.

**All Voluntary Norfolk post holders are responsible for:**

* Working to the policies and procedures of Voluntary Norfolk
* Promoting equal opportunities and respecting diversity within all aspects of their work
* Complying with Health and Safety Regulations
* Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive and their line manager

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| **Person Specification****Essential (E) / Desirable (D)****Qualifications**

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| Level 2 literacy & numeracy qualifications | **E** |
| Level 3 qualification in Health & Social Care (or willingness to work towards) or equivalent experience working at the same level | **D** |

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| **Experience**

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| Experience of undertaking assessments with clients | **E** |
| Lived experience of caring | **D** |
| Previous experience of working with carers and their families | **D** |
| Experience of supporting clients to self-advocate | **E** |
| Experience of working in outcomes focused, person-centred framework | **E** |
| Experience of working and communicating effectively in a multi-agency setting | **E** |
| Experience of dealing with confidential and sensitive information and working to the requirements of the Data Protection Act 1998 | **E** |
| Experience evaluating and problem solving issues | **E** |
| Experience delivering presentations and/or training | **D** |
| Experience of using client data recording/management systems (e.g. Charitylog) | **D** |

**Skills/Knowledge** |
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| Knowledge of the Health, Social Care and Community sectors in Norfolk and the services available to carers, the person they care for and their families | **E** |
| Knowledge of the legislation relevant to supporting carers: e.g. Care Act (2014), Children and Families Act (2014) etc | **E** |
| Knowledge of Adult at Risk and Children’s Safeguarding legislation & practice | **E** |
| Knowledge of data protection legislation and Caldicott Principles | **E** |
| Knowledge of models of disability and their impact on carers / wider family | **D** |
| Knowledge of Outcomes Measurement Systems (e.g. Outcomes Star) and other project monitoring and evaluation systems | **D** |
| Ability to actively listen to, support and gain the trust of others | **E** |
| Ability to write concise, factual and outcomes focused assessments & notes | **E** |
| Ability to self-reflect practice | **E** |
| Able to prioritise and manage conflicting workloads | **E** |
| IT Literate (e.g. Windows 10, Microsoft Office, Email systems) | **E** |
| Good understanding of professional boundaries in client/assessor relationship | **E** |

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| **Attributes**

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| Integrity in both professional and personal approach | **E** |
| Self-motivated, enthusiastic, reliable and able to work collaboratively as part of a team | **E** |
| Able to work within an environment which can at times be stressful and be able to work on own initiative with minimal supervision.  | **E** |
| Able to handle sensitive and confidential information with discretion and diplomacy | **E** |
| Flexible and adaptable approach | **E** |
| Ability to work empathetically and effectively with a cross section of the population | **E** |
| Commitment to continuous professional development | **E** |

**Other requirements**

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| Flexible approach to working hours (ability to work some evening and/or weekend hours subject to the needs of carers or to support events) | **E** |
| Ability to travel across Norfolk in a cost and time effective manner to meet with carers in their homes and/or community settings | **E** |

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