**Information for Applicants**

**TRIAGE & ASSESSMENT WORKER (Young Carers & Families)**

**Hours:** 20 hours per week

**Contract:** Fixed-term until 31st March 2022

**Starting salary:** £19,946 per annum pro rata 37 hours per week

**Base:** St Clements House, 2-16 Colegate, Norwich NR3 1BQ

**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 Required:** None required

**Closing date: Friday 21 May 2021, 12 NOON**

**Interview date: Week beginning 31 May 2021**

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, Service Manager – Carers Matter Norfolk on 07384 113 696 or maria.plumb@carersmatternorfolk.org**

Please return completed applications to: Julia Creusson, Head of Resources and Facilities

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.

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**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. Most recently we have been working with Norfolk County Council to recruit and deploy volunteers to support people who are isolating due to Covid-19.

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 a delivery partner in the Carers Matter Norfolk service, a partnership funded by Norfolk County Council to provide tailored support services to meet the individual needs of Norfolk’s 100,000 unpaid adult carers. We also are lead partner in the Young Carers & Families Service, supporting young carers. We lead the Better Together service which addresses the impacts of loneliness and social isolation. We manage 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. In 2019 we were awarded funding to lead a 4 year 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. They offer 1-2-1 mentoring, training, volunteering and work placements, as well as support and advice around confidence, skills development 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 90, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £3million 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.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ. www.voluntarynorfolk.org.uk Facebook @volnorfolk Twitter @vol\_norfolk

Update at November 2020: Covid-19 has inevitably impacted on our services and the way we deliver them. In the most part, services have continued as much as possible, but delivered online and remotely, instead of face to face.

 

**Background to Carers Matter Norfolk**

Carers Matter Norfolk started delivering support to carers in Norfolk in October 2017 as a result of funding from Norfolk County Council and Norfolk CCGs. Formed as a partnership with Carers Voice Norfolk & Waveney, FamilyCarersNet and Norfolk & Suffolk Care Support it provided support, information, advice, counselling and education to carers over the following three years.

A high priority for Norfolk County Council is to provide effective and early support for Norfolk’s 99,000 informal carers. Working with Bridges Outcome Partnership, who will lead the service from 1st September 2020, Carers Matter Norfolk has developed and strengthened its offering to reach out to more of those carers who might need support to improve their lives and get help before a crisis happens. Carers Assessments will now be part of the new service, meaning carers no longer need to get support and assessments from different places, reducing the stress this can cause and improving wellbeing.

Carers Matter Norfolk has welcome into the partnership Caring Together who will be providing a new breaks service for carers who might need a break from their caring role. There will also be other new elements such as follow up services, volunteers, peer support and a Health & Wellbeing Fund. The service has been commissioned to run until the end of August 2025.

Carers Matter Norfolk also provides the Young Carers & Families Service, working in partnership with Benjamin Foundation, MTM Youth Services, Holt Youth Project, West Norfolk Carers, Great Yarmouth and Gorleston Young Carers, Caring Together and Norfolk & Suffolk Care Support. This service provides young carers and their families support to reduce or remove their caring role through either targeted 1:1 or group support provided by our partners, or by working with the whole family, including the person being cared for, through our Carer Connector team. From 1st March 2021 the triage and assessment of young carers and their families will be moved from FamilyCarerNet to Voluntary Norfolk.

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**Job Description**

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| **Job Title** | Triage & Assessment Worker (Young Carers & Families) |
| **Company** | Voluntary Norfolk |
| **Location** | St Clements House  |
| **Responsible to** | Service Manager – Carers Matter Norfolk (Community Support) / Young Carers & Families Service |

**Contract:** Fixed-term until 31st March 2022

**Starting salary:** £19,946 p.a. pro rata

**Hours per week:** 20 hours (Monday & Tuesday 9am – 5pm, Wednesday 9am – 2pm)

**Main Relationships:** Young Carers, people they care for and their families, Family Carer Practitioners, Young Carer Workers, Young Carer organisations, Norfolk Young Carers Forum, Schools and other education/training centres, Early Help Hub, GP Practices, Pharmacies, Social Prescribers, Integrated Care Coordinators, NHS CCG staff, District, Town and Parish Councils.

**Main Purpose of the Role:**

The Young Carer Adviser is to be a first point of contact to young carers and their families in Norfolk. Their main task is to triage and assess young carers and their family’s needs and to identify what level of support they require from our services or other appropriate services in Norfolk and refer accordingly. They will work as part of a multi-disciplinary team of Family Carer Practitioners and Young Carer Workers to provide tailored information, advice and guidance, signposting and referring where necessary

**Main Duties**

1. **Young Carers Triage and Support Planning**
* To act as the initial point of contact for telephone and email enquiries from young carers, their families and professionals.
* Provide high quality information and support in an empathic and professional approach via telephone, email, or letter to young carers, their families and professionals.
* To receive referrals and ensure they are processed in line with agreed KPIs.
* Undertake a full triage and initial assessment of young carer’s and their family’s needs/situation.
* Allocate young carers and/or their family to the level of support they require to support their caring needs.
* Identify and research information relevant to each family’s circumstances; drawing on information and resources available and communicating it in an accessible form.
* To work in close partnership with the Family Carer Practitioners and the Young Carer Workers to ensure a joined up, whole family approach is undertaken when appropriate.
* When appropriate refer young carers to other services which would be of benefit to them such as youth groups, sports and social clubs and activities in their local community.
* Liaise with agencies on behalf of young carers and their families when necessary.
* To refer either the cared for person or young carer for statutory assessments, where that need is identified and ensure this action is recorded.
1. **Recording, Data Protection and Quality Management**
* Record all interactions, interventions, notes, assessments and actions for follow-up on the CRM database in a timely manner and to expected quality standards, ensuring data is accurate and proportionate.
* Ensure that information is collected, processed, and stored lawfully to comply with the requirements of the Data Protection Act 2018 and other legislation.
* Work in line with all relevant legislation and guidelines to protect carers, young people, colleagues, and others from any abuse, accident, or injury.
* Contribute to service monitoring and evaluation.
* Deliver against specific targets and Key Performance Indicators, review progress, and set short term priorities in regular supervision with line manager.
* Ensure a quality service is given to carers free from discrimination
* 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 the organisational policies and procedures, including but not limited to assessment, support planning/review processes, data input, safeguarding and lone working procedures.
1. **Other**
* Positively participate in staff development, including service monitoring, coaching and personal development planning, supervision, and appraisal / performance reviews, in line with the performance and quality management 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****Please use the application statement section of our application form to demonstrate how your skills and experience match the person specification outlined below.****Essential (E) / Desirable (D)**

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| **Qualifications** |
| Level 2 literacy and numeracy qualification | **E** |
| Level 3 qualification in Health & Social Care (or willingness to work towards) or equivalent experience working at the same level | **D** |
| **Knowledge/Experience** |
| A good understanding of telephone triaging and experience in providing help and initial advice to vulnerable clients.  | **E** |
| Understanding of and sensitive to the needs and difficulties faced by young carers, siblings and families affected by a caring role. This may come from lived experience of caring or previous experience of working with carers and families | **E** |
| Knowledge of the legal implications and practices of working with young and vulnerable people including confidentiality, safeguarding of children and vulnerable people and data protection | **E** |
| Experience of working with young people in a statutory or voluntary organisation | **E** |
| Familiarity with Young Carers Needs Assessments, Carers Assessments, Carers Rights, and relevant legislation pertaining to carers issues | **D** |
| Experience of multi-agency and partnership working | **D** |
| **Skills/Abilities** |
| Excellent interpersonal and communication skills, with the ability to relate to and engage with young people and their families | **E** |
| Excellent written communication skills with the ability to write concise, accurate notes | **E** |
| The skills and resilience to occasionally listen to and cope with distressing situations | **E** |
| Ability to analyse and evaluate issues & problem solve effectively | **E** |
| Ability to work without constant supervision | **E** |
| Effective time management and prioritising skills | **E** |
| IT Literate (e.g. Windows 10, Microsoft Office, Email systems and CRM databases) | **E** |
| **Other** |
| Commitment to continuing personal development  | **E** |
| Flexible and adaptable approach with the ability to work with a wide range of people | **E** |

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