



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

Job Title: Adult Carers Support Coordinator

Hours: Monday to Friday 9:00 - 5:30

Salary: £30,600

Location: Based at Community House in Bromley

Reporting To: the Services Manager

Job Purpose: The Adult Carers Service supports carers aged 19+. The service provides practical, emotional and planning support so that carers are supported to maintain their caring roles, increase their resilience, and support them plan for the future to avoid crisis.

The Carers Support Coordinator will work in close collaboration with the Services Manager and SMT to support the implementation and development of the Bromley Well Adult Carers Service.

The post holder will coordinate the provision of emotional and practical support to Adult Carers in the London Borough of Bromley, aligned and working closely with the integrated care networks and other Bromley Well Services, both within Age UK Bromley & Greenwich and Bromley Well partner organisations.

Key Responsibilities:

- To support and supervise a team of four carers support workers
- To undertake 121 appraisals and staff development activities
- To offer emotional and practical support to build reliance for carers on a one to one basis
- To provide and coordinate the provision of support face to face, over the phone and in group settings
- To develop and run local support groups
- To actively target those carers facing multiple issues, and most likely to fall into crisis
- To build and maintain a network of contacts with local service providers

- To coordinate and support the service to work in line with requirements of the Carers Trust Award, quality assurance framework
- To liaise with the local authority, at times extensively with regards to the needs of carer's, their welfare and carers needs assessments
- To organise and participate in drop in advice and activities around the borough
- To organise and participate in training events for carers and professionals
- To organise and participate in events for carers and or to raise awareness of carers needs, such as but not limited to carers week and carers rights day
- To run an active caseload within the KPI requirements of the Primary and Secondary Intervention Service (PSIS) contract
- To input cases on to the Charity log system accurately and ensure that the team is supported and monitored in the recording and use of the system
- To ensure that services are accessible to carers
- To participate in the provision of news and the production of the carers newsletter
- To participate and help to update induction and training for the service and members of the Bromley Well teams
- To participate in the recruitment and induction of staff and volunteers as required
- To abide by and take part in the development and review of policy and procedures for the carers pathway
- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals
- To attend monthly supervision meetings and annual appraisals with the Services Manager
- To undertake any other duties commensurate with the purpose and remit of the post

Person Specification:

Experience	Essential / Desireable
Experience within a relevant role and or a qualification in either social or health care	E
Willingness to train as required	E
Evidence of having succeeded in a results-orientated environment and with emphasis on high quality, customer focused working	E
Evidence of having managed a team of staff and/or volunteers	E
Experience of working with carers	D
Experience of facilitating groups	D
Experience of Partnership working	D
Excellent verbal and written communication skills	E
Excellent listening skills and the ability to provide empathy and understanding of the needs of carers	E
Prepared to adopt a flexible approach to line management arrangements resulting from organisational development and change	E

Person Specification:

Experience	Essential / Desireable
Empathy, friendly warm disposition with an interest in helping carers meet their needs	E
Able to work efficiently and effectively with a range of stakeholders forming productive and professional relationships	E
Assertive and calm under pressure	E
Full driving licence and use of own car	D

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Flexible Working: Consideration will be given to any flexible working requests although it may not be appropriate for all services.

Employee Assistance Programme: LifeWorks will provide you with a confidential programme and innovative well-being resource. It is designed to help you with all of life's questions, issues and concerns. Lifeworks offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862