

Job Description

Job Title:	Case Worker – Carers Hub
Ref:	CW-C09.26
Primary Focus:	Carers
Contract Type:	Full-time, fixed-term/temporary 12-month contract
Hours:	37.5 hours per week.
Salary/benefits:	£34,107 pa inclusive; access to pension scheme
Location/Team:	Hybrid Working: Office-based with 2 day per week working from home
Holiday:	30 days, plus bank holidays
Reports to:	Team Leader –Islington Carers Hub

Purpose

Carers, also known as informal carers, family carers or unpaid carers, look after a child or adult in their life who would not be able to manage without their support. Carers may look after an ageing partner, a disabled (adult) child, support an elderly neighbour or a friend with various health conditions. These carers are not paid for the support that they offer. Not all carers choose to be in a caring role but find that circumstances or expectations forced them to fulfil this role. Many people do not identify themselves as a carer as the care they provide seems self-evident and necessary.

While some caring roles are limited to several hours a day or week or for a temporary period, other caring roles become all-consuming with carers having to relinquish paid employment or give up their own interests to be able to care for someone else.

Islington Carers Hub (ICH) is provided by Age UK Islington (AUKI) in partnership with Islington Council, who fund the service.

We offer advice, information, support groups, carers assessments, events and volunteering opportunities for carers who are resident in Islington or care for someone who lives in Islington. Our service is for carers age 18 and over. We work in partnership with services supporting younger carers as well as many other partners who provide support for carers.

Case Worker Key Responsibilities

1. Support carers who need help and/or may have limited ability to manage things on their own. Through casework you will make sure they will access the right services and support to help them become more independent.
2. Also provide casework support for these carers to help coordinate care, complete carers assessments, resolve multiple issues and monitor progress. The aim is to help carers build confidence, manage their own needs and become more engaged with support.
3. Create a personalised support plans as a result of each case (a.k.a. case plan) to help carers reach their goals.
4. Ensure effective communication and joint-working internally and externally.

5. Provide casework support by working with local services and organisations, and contribute to wider service processes in supporting carers, such as following Islington Adult Social Service's processes for completing carers assessments and applying for carers direct payments.
6. Promote AUKI's services, values and mission to others in the health and care system, helping them understand what we do and the full range of services that AUKI have to offer.
7. Work with AUKI staff, local professionals, services and community organisations to build strong relationships with diverse VCSE and community groups.
8. Collaborate and work flexibly with other services and organisations as support systems develop, including working from shared locations and using shared IT systems. Share information about what is working well, as well as identifying any gaps or problems with local services.
9. Take part in training and personal development as required and, if needed, receive specialist support or advice from experts outside the organisation.
10. Carry out wider organisational responsibilities.

Key Tasks and Activities

The following lists a sample of key tasks and activities associated with Case Worker responsibilities. They are summarised here, along with additional sample tasks and activities relevant to Case Work.

- Register new carers with our service and make sure they receive the information and support they need.
- Obtain the necessary information from clients or external referrers.
- Understand what support a carer needs, including assessing the carer's wellbeing.
- Complete and record carers assessments in line with agreed processes.
- Work with carers to agree their longer-term support needs and goals, and develop a personalised Case plan that sets out the support they need and how it will be provided, in line with AUKI processes.
- Support carers to achieve their goals and gather feedback about their experience of the service.
- Complete all agreed follow-up actions.
- Seek advice from relevant professionals about any carer's concerns and refer or escalate issues when needed.
- Support carers who to explore the carer's direct payment if they are eligible and, once approved by Islington Adult Social Services, include it in their support plan.
- Share relevant casework information and documents with professionals who have referred the carer, when needed.
- Record referrals and service activity on the relevant systems with the carer's consent in line with data protection requirements.
- Obtain the client's consent before sharing information in line with data protection requirements.
- Ensure casework meets AUKI and wider local quality standards.
- Proactively build strong relationships with local organisations to encourage appropriate referrals and help them understand and have confidence in the service.
- Provide friendly and accurate information about AUKI's services, vision and values, and represent the organisation positively at all times.
- Collect and record feedback from carers about their experience of the support they have received.
- Share information and updates on the service-information-sharing Teams channel.
- Provide casework support and complete agreed actions within carers' Case plans.
- Record all interactions and communications clearly and promptly, in line with organisation requirements.
- Undertake tasks for absent colleagues as requested by managers.

General Responsibilities

1. Carry out all tasks appropriate to the role, completing them in a timely and effective way.
2. Work at other locations or within other teams when needed to support the organisation.
3. Carry out all duties in line with the organisation's equality and equal opportunities policies.
4. Respect client confidentiality and handle personal data in line with General Data Protection Regulation (GDPR) and the organisation's data protection policies.
5. Take responsibility for ongoing development by attending supervision, team meetings and training as required.
6. Follow the organisation's health and safety policy in line with the Health and Safety at Work Act and report any accidents, incidents or hazards as required.
7. Work as part of a team and provide cover for colleagues when needed.
8. Follow AUKI's policies and guidelines at all times.

This job description outlines the main responsibilities of the role but is not a exhaustive list of duties. You may be asked to carry out other duties appropriate to your role and grade, as agreed with your line manager. This job description may be updated from time to time following consultation with the postholder.

Person Specification				
Factors	Description	Essential	Desirable	Assessment
Experience/ Qualifications	Minimum 3 years of client-facing social care experience in a statutory or VCSE setting.	√		App
	Application of outcomes based approaches to Carers support.	√		App/Int
	Working with unpaid carers in a social care type role.	√		App/Int
Skills	Carry out Carers Assessments/Support Planning and associated processes	√		App/Int
	Using IT based case management systems	√		App/Int
	Effective and confident written and verbal communication to a wide range of carers/client and practitioner audiences	√		App/Int/Pres
	Identifying and resolving Carer issues sensitively within service and professional boundaries.	√		App/Int
	Able to build supportive and trusted working relationships	√		App/Int/Pres
	Able to prioritise and manage own workload	√		App/Int
	Working with people on a one to one basis in a supporting role	√		App/Int
	Working as part of a multidisciplinary team	√		App/Int/Pres
	Personalised working using motivational interviewing techniques	√		App/Int
Knowledge	Relevant voluntary and community sector services knowledge	√		App/Int/Pres
	Client confidentiality, privacy and dignity best practice requirements	√		App/Int
	Carers' issues across the local health, social care, private and voluntary sectors.	√		App/Int
Aptitude	Commitment to delivering a high quality and safe service	√		App/Int
	Able to communicate with clients and professionals at all levels	√		App/Int/Pres
	Able to assess risk when lone working	√		App/Int/Pres
	Able to manage own workload and prioritise competing pressures	√		App/Int/Pres
	Willingness to undergo further training or development	√		App/Int

App = Application Stage

Int = Interview

Pres = Presentation