



## JOB DESCRIPTION

### Carer Support Worker Mental Health Services for Older People (MHSOP)

<p><b>Post Title:</b> Carer Support Worker – MHSOP</p> <p><b>Department:</b> Advocacy &amp; Community Services</p> <p><b>Responsible to:</b> Senior Carer Support Worker (MHSOP)</p> <p><b>Based:</b> Field based across Nottingham City &amp; County and Home Based</p>	<p><b>Pay Scale:</b> £20,520 per annum (pro-rata), AUNN Band D</p> <p><b>Hours of Work:</b> 20 – 37 hours a week</p> <p><b>Tenure:</b> Fixed term until end of November 2023</p> <p><b>Date of issue:</b> March 2023</p>
--	--

### PURPOSE OF THE SERVICE

The purpose of the service is to provide personalised support to carers (face to face and via telephone) in order that they remain mentally and physically well and have as positive an experience of care and support as possible through support and practical assistance. Within a relationship of mutuality and information sharing, the support worker will promote choice for the carer, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.

This short term support, in the region of around 12 visits per carer, is for carers of people with moderate to severe dementia and mental illness, where the cared for person is receiving services through the Mental Health Services for Older People (MHSOP) teams, e.g. Community Mental Health Team (CMHT) or the Intensive Home Treatment Team (IHTT), and who live at home in the city and county of Nottinghamshire.

Working across all areas of Nottingham City & County the support worker will work very closely and collaboratively with MHSOP’s own multidisciplinary community teams who provide services to the cared for.



## **PURPOSE OF THE POST**

The key purpose of this role is to:

- ensure the carer can continue to support the cared for person in the home environment safely for as long as possible.
- maintain or improve the physical and mental health of the carer.
- reduce social exclusion, isolation and loneliness of the carer.
- assist the carer to prepare for the impact of the disease on the person with dementia/mental illness, and family and friends.
- mentor the carer with understanding the progression of the disease and with clinical matters, and to signpost to further resources for this.
- avoid crisis arising in the care situation specifically to avoid unplanned hospital or care admission.
- empower the carer to take control and to have a family and community life by providing emotional and practical support.
- help the carer with information and support to consider plans for the future, including financial and care planning, and encourage the completion of a Carer's Assessment.
- to offer support towards the end of life and following bereavement.

## **KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

### **Communication and Customer Service (C&C)**

1. To provide high quality support in person or over the telephone, to carers in their own homes, working with the carer in a holistic way according to their needs and wishes, to undertake an assessment of their needs, and produce a support plan to promote positive lives.
2. Provide solutions to issues affecting carers where possible through supported signposting e.g. to IAPT services, carer support groups, accessing support for benefit assessment and claims etc.
3. Work closely and collaboratively with the MHSOP Community Teams, and other multi-disciplinary professionals, and other Age UK Notts MHSOP Services involved with the cared for person's care and support as needed.
4. Attend all meetings (internal and external) and training events as required.

### **Planning and Organisation (P&O)**

1. To self-manage workload, ensuring timely processing of referrals from the MHSOP Community Teams, and subsequent scheduling of calls and visits, to meet the needs of the carer and to meet service targets.
2. To record all meetings, home visits and training in the Outlook Calendar.

### **Recording & Monitoring (R&M)**

1. To accurately record all relevant information on a central database in a timely manner (Charitylog).
2. To keep all records updated (requiring the use of Excel) to allow for the production of accurate reports and management information for submission to commissioners for monitoring and evaluation purposes.
3. To ensure service evaluation is carried out by obtaining feedback from service users and volunteers.
4. To ensure all standard forms for the service (paper records and on Charity Log) are completed and maintained in line with the latest GDPR requirements.

### **Quality (Q)**

1. Keep appropriate file notes in relation to the carer and their case and ensure these meet quality requirements.
2. To undertake relevant training to maintain skills and knowledge necessary for this post.
3. Make referrals to internal and external services following the charity's Customer Care Protocols and A to Z guide where possible.
4. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.

### **Charity Focus (CF)**

1. To have a good understanding of the services provided by the charity.
2. To ensure service targets are met.
3. To positively network with relevant professionals within the MHSOP Teams and other professionals to ensure targets are met.

### **Team Work (TW)**

1. To have a positive, professional and flexible attitude to your work; and to work and liaise with internal and external teams and services (e.g. mental health teams, community services and other Age UK Notts MHSOP services eg Worry Catcher or MHSOP Support Services) to carers to access both this service and other services to meet their needs, as appropriate.
2. Take reasonable care for own safety while working in the community and comply with lone working procedures.

### **Specialist Knowledge (SK)**

1. To have an understanding of the needs and issues affecting older people, particularly those discharged from MHSOP inpatient services (whether that be as a formal or informal patient) or accessing MHSOP community mental health services.
2. To have an understanding of the needs and issues affecting carers of people under the care of MHSOP.
3. To have knowledge of Mental Health legislation
4. To have knowledge of carer's rights
5. In conjunction with the person, and MHSOP Community Teams, be able to make an assessment of risks involved in supporting them within their home where needed.

## **Charity Responsibilities - Standard Clauses**

### Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

### Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

### Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

### Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

### Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

### Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

### Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

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. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

<b>Name of Employee:</b>	
<b>Signature of Employee:</b>	<b>Date:</b>
<b>Name of Supervisor:</b>	
<b>Signature of Supervisor:</b>	<b>Date:</b>



## Person Specification

### Carer Support Worker (MHSOP)

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

#### **Essential Requirements**

1. Have personal experience of/or a working knowledge of the issues and practical difficulties affecting carers who are supporting a person with dementia/mental illness in the community/on leaving hospital, as well as knowledge around carer's rights (SK)
2. Have an understanding of dementia/mental illness and dementia/mental illness care (including an understanding of activities, therapies and medications) (SK)
3. Ability to visit and respond to a carer's needs in their own home, as well as over the telephone, in a friendly and professional manner, with sensitivity and respecting boundaries. (C&C)
4. Experience of being in a supportive and enabling role, with the ability to assist carers to develop support plans to meet their needs (SK, C&C)
5. Proven ability to be able to identify services, give appropriate advice and provide supported signposting to address any current or future needs, to help the carer remain mentally and physically well (C&C, SK, CF)
6. Have a strong awareness and understanding of when it is appropriate or necessary to refer back to other health professional/agencies when there is a mental health need requiring urgent intervention by a qualified practitioner. (SK, C&C, TW)
7. Excellent communication skills (written, verbal and non-verbal) to support the carer, and to engage and work effectively and in a complimentary way with other services and professionals. (C&C, CF, Q)
8. Proven ability to work effectively and with sound judgement, in challenging situations, whilst remaining professional at all times (C&C, CF)
9. Evidence of good team working skills (C&C, TW)
10. Good IT skills (including the use of Microsoft Word, Excel and Outlook). (R&M)
11. Ability to effectively plan and organise your workload, using your own initiative to ensure a reliable service delivery, deadlines are met, and service targets are achieved. (P&O, TW)
12. To have knowledge and understanding of Equality and Diversity issues and a commitment to implement that Age UK Notts Equality and Diversity policy. (CF)
13. To hold a full driving licence and access to a car.\*

*\*Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability*



## Summary of Main Conditions of Service Carer Support Worker (MHSOP)

**Salary:** £20,520 per annum (pro-rata), AUNN Band D

**Start Date:** As soon as possible

**Hours of Work:** 20 – 37 hours a week.

Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.

**Holidays:** 24 working days (pro-rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

**Mileage Allowance:** Currently 45p per mile.

**Pension:** The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.

**Place of Work:** Home based and across the city and county of Nottinghamshire\*  
\*The Carer Support Worker will be assigned an area - in this case Bassetlaw or Mid Notts (Mansfield, Ashfield, Newark & Sherwood); however they may be required to support the team in other areas across the county (Nottingham City & South Notts - Broxtowe, Gedling and Rushcliffe) as needed.

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.