



## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Carers Support Coordinator

**Employed by:** Imago

**Responsible to:** Service Manager

**Working hours:** Full time or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

**Background:** Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

**Purpose of Role:** To provide an integrated and holistic service for Carers to improve their health and wellbeing outcomes. To empower and support Carers to access support that meets their needs.

### RESPONSIBILITIES AND DUTIES

- Carry out guided conversations with Carers to complete holistic assessments, and work together to co-design action plans to achieve key agreed outcomes
- Support the development of escalation plans so that Carers are prepared for unforeseen circumstances that would impact negatively on ability to care
- Provide information, advice and guidance on a range of related topics; signpost and facilitate access for Carers to support services including financial and benefit advice, housing, health and safety home systems, and leisure and social activities
- Develop effective relationships with clients, Carers, families, and professionals
- Support Carers to complete written forms and applications, draft letters, and advocate with third parties
- Facilitate access to activities provided by the service and other agencies
- Plan and deliver the service's activity package, including coffee mornings, drop-in sessions, activities, online & face to face groups, peer support forums
- Carry out home visits and face-to-face meetings; work with an understanding of issues relating to lone working

- Support the promotion of the service to identify Carers including working with partners, professionals, community organisations to raise awareness of Carers; attend meetings, forums and facilitate training to support professionals' awareness and knowledge of Carers
- Work with an understanding of cultural differences and how this may impact the support Carers receive and access
- Maintain detailed records using outcome tools and recording on our bespoke database
- Take responsibility for personal development, and participate in training sessions as required stay abreast of safeguarding, diversity, confidentiality and health and safety issues; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

## ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of working with Carers and/or vulnerable adults in a social care, health, or voluntary and community sector
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills.
- Solution orientated with the ability to solve problems
- A practical understanding of physical, emotional and attitudinal barriers facing Carers; and awareness of cultural differences and accessibility of support
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education
- Able to travel to and throughout delivery area; this will include public transport

## Desirable Experience

- Foreign language and/or Bengali speaker
- NVQ level 3 in Health and Social Care or Information and Guidance
- Knowledge of policy and legislation relating to Carers

Post is subject to references and a satisfactory enhanced  
Disclosure and Barring Service check