

JOB DESCRIPTION AND PERSON SPECIFICATION

- JOB TITLE:** UC Primary and Social Care Coordinator
- Employed by:** Imago
- Responsible to:** UC Wellbeing Service Manager
- Working hours:** Full-time or part-time, Monday to Friday. Flexibility is required as occasional evenings or weekends are needed.

Background: Imago is a social action charity that delivers an innovative range of services to individuals, voluntary and community organisations, and private and public-sector agencies in Kent, East Sussex, Medway, and London. Our work is underpinned by 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 promote the wellbeing of unpaid carers by working across Primary Care Networks (PCNs) to effectively identify unpaid carers in all Lewisham-based GP surgeries. Through community development activities, link local partners with the aim of increasing awareness and helping identify unpaid carers across the borough, actively seeking to increase the number of referrals accessing the service.

RESPONSIBILITIES AND DUTIES

- Work closely with Primary Care Networks to identify key PCN and GP practice staff and develop relationships
- Enable PCNs to measure, develop and expand their engagement with Adult Carers and Young Carers, improving registration, communication, involvement, support and accessibility; support the development of Unpaid Carer-friendly culture
- Promote implementation of Supporting Unpaid Carers in General Practice: A Framework of Quality Markers
- Work with PCNs and GP practices, local authorities, social workers, the voluntary sector, community centres, and faith groups to agree on action plans to become 'Carer Friendly'; work together to address and implement a set of initial minimum priorities
- Work with Adult Social Care and Children's Social Care to establish seamless, interconnected pathways for safeguarding individuals supported by the service and for carers to access appropriate assistance
- Promote the incentive of Carers Champion across all workforces and businesses; encourage participation in activities
- Seek to actively engage unpaid carers to understand and make sense of the issues which affect their lives and facilitate Imago's Working Together group
- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access

- Promote Carer Wellbeing and other relevant services available to Unpaid Carers; encourage practices and all other key partners to refer all Unpaid Carers to the service
- Regularly update practices on the outcomes achieved by the Unpaid Carers they have referred to the service
- Collect and disseminate examples of good practice developed between Imago and all other key partners in supporting Unpaid Carers; support the development of good practice across the primary healthcare and social care systems in the borough
- Support the planning and delivery of the service's activity package as required, including respite activities, online groups, face-to-face sessions
- Maintain detailed records on our bespoke database.
- Work with an understanding of issues relating to lone working and safeguarding and adhere to Imago policies and procedures
- Commit 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 Unpaid Carers and/or vulnerable adults or children in a social care, health, education 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; able to motivate and empower others
- A practical understanding of physical, emotional and attitudinal barriers facing Unpaid 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
- Proficient in using Word, excel, and websites and experience using a database
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education

Desirable Experience

- NVQ level 3 in Health and Social Care or Information and Guidance
- Knowledge of policy and legislation relating to Unpaid Carers (Adult and Young Carers)

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