



JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Wellbeing Coordinator- Unpaid Carers

Employed by: Imago

Responsible to: UC Wellbeing Service Managers

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 a service for all Unpaid Carers to improve their health and wellbeing outcomes. To empower and support Adult Carers, Young Adult Carers and Young Carers to access support that meets their needs.

RESPONSIBILITIES AND DUTIES

- Support completion of Carers Assessment for adult carers of adults (over 18 years) who are disabled, ill or elderly; co-produce person-centred support plans, setting out the agreed key outcomes as identified within Carer Assessments
- Complete initial assessment with Young Carers and establish level of need; develop, monitor and review goals-based action plans with Young Carers
- Support development of escalation plans so that Unpaid Carers are prepared for unforeseen circumstances that would impact negatively on ability to care
- Develop effective relationships with Unpaid Carers, families, and professionals; advocate for individuals as required
- Signpost and facilitate access for Unpaid Carers to support services including financial and benefit advice, housing, health and safety home systems, and leisure and social activities
- Facilitate access to activities provided by the service and other agencies
- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access
- Support the planning and delivery of the service's activity package, including respite activities, online groups, face-to-face sessions
- Maintain detailed records using outcome tools and recording on our bespoke database



- Carry out home visits and face-to-face meetings; work with an understanding of issues relating to lone working and safeguarding; 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 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
- 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
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent

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 Carer)
- Hold a full driving licence with business insurance and have access to own transport

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