



## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Young Adult Carers Coordinator  
**Employed by:** Imago  
**Responsible to:** Team Leader  
**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:** Providing advice, guidance and support to Young Adult Carers to help them maintain their own health and wellbeing, and to find the right balance between their caring role and their own needs.

### RESPONSIBILITIES AND DUTIES

- Manage a caseload of young people with caring responsibilities aged between 16 and 25; assess their individual needs and work together to develop individualised support plans and deliver outcome-based support
- Complete statutory carers assessments as appropriate
- Signpost and facilitate access to support services including financial and benefit advice, housing, health, and leisure and social activities
- Facilitate access to training, education and work opportunities as relevant
- Develop effective relationships with Young Adult Carers, families and professionals; support Young Adult Carers to manage and balance their caring responsibilities; advocate for individuals as required
- Maintain detailed records using a bespoke database and outcome tools
- Deliver group peer support in schools, colleges and the community
- Plan and deliver regular group activities within budget; carry out risk assessments
- Work with schools, colleges communities and other agencies to increase awareness of Young Adult Carers; deliver assemblies and presentations; attend events and meetings
- Undertake regular evaluation of the services ensuring that the Young Adult Carers are at the heart of the process

- Undertake relevant internal and external training working towards Navigation Competency Framework standards
- Carry out face-to-face meetings in schools, colleges and the community; 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 young adults or carers in 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 carers
- 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, including English and Maths
- Hold a full driving licence with business insurance and have access to own transport

## Desirable Experience

- Relevant personal or professional experience of working with teenagers and young adults
- 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