# Swansea Carers’ Centre

**Job Description**

***Title*** Helping Family Carers Development Officer

***Location*** Swansea Carers’ Centre

104 Mansel Street, Swansea, SA1 5UE / Home based when needed

***Hours*** 28 hrs per week. Some out of hours work may be required, for which time off in lieu will be given. This post is funded

***Salary*** £ 23,245.04 (pro rata) Funded until Dec 2025

***Annual Leave*** 26 days pro rata and customary bank holidays

***Travel Expenses*** 45p per mile

***Reporting To*** Deputy Director

The post is subject to a probationary period of 6 months. The successful applicant will be subject to an enhanced C.R.B. disclosure.

### Accountability

To the Executive Director and Board of Trustees of Swansea Carers’ Centre.

**Project Funding Background**

The Helping Working Families programme aims to fund projects that bring about positive change in the lives of working families who are affected by poverty and supporting a child.

**Purpose of the Post**

As part of a team of workers to take responsibility for delivering our Helping Family Carers Project which aims to support working parent carers and sandwich carers coproduce a project that will help alleviate working poverty.

**Main Areas of Responsibility**

* Link with local employers to raise carer awareness.
* Support working carers maintain work and caring through advice and guidance and information on rights
* Develop carer networks within different organisations/workplaces.
* Attend events such as jobs fairs and carers events to promote the project and raise awareness of working carers.
* Facilitate skills development through workshops, employment related training income maximisation and budgeting.
* Develop pathways to engage with hard to reach parent carer communities e.g. areas of economic deprivation, geographical or social isolation

**Working with Carers**

* To work in a non-discriminatory, culturally sensitive manner which encourages all carers to access services provided by Swansea Carers’ Centre.
* To ensure that parent carers are regularly and routinely consulted on all relevant aspects of this project.
* To work with parent carers to assess and evaluate the effectiveness of this project.

**Liaison Duties**.

* To promote the work of the project across the voluntary and statutory sectors and most importantly to carers themselves and identify parent carers not currently known to Swansea Carers Centre
* To represent Swansea Carers’ Centre at appropriate meetings, seminars and conferences.

**Good Practice, Monitoring & Reporting**

* To ensure the project is meeting agreed outcomes and milestones identified in the funding bid.
* To provide monitoring information and report on the project to the funder
* To prepare documents (reports/evaluation and statistical data) with accuracy, and submit to the Board of Trustees and funders as required.
* To contribute to the development and implementation of the organisation’s quality assurance systems.
* To take part in team planning, monitoring and evaluation.
* To participate in continuing professional development through training and education.

**General**

* To participate as a member of the staff team.
* To work at all times within the philosophy and policies of Swansea Carers’ Centre.
* To comply with the Health & Safety at Work Act 1974 and with Swansea Carers’ Centre policy, paying particular attention to the reporting of dangerous situations.
* To respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity and Diversity principles are applied at all times.
* To ensure confidentiality is maintained at all times.
* To comply with the Code of Conduct.
* To undertake any other duties that may be considered commensurate with the level of the post.

**Swansea Carers’ Centre**

**Working Carer Support Officer - Person Specification**

### Essential Knowledge, Skills and Experience

* A relevant professional qualification or equivalent.
* Knowledge and understanding of the needs and issues faced by carers and their families,
* Experience of developing and delivery training and information sessions.
* Experience of facilitating groups.
* Experience of partnership working with the ability to relate to and engage with a wide range of statutory and voluntary agencies.
* Knowledge and understanding of current legislation relating to the rights of carers particularly around employment rights
* The ability to organise self and prioritise work, achieving targets within agreed timescales.
* Able to produce written reports, including the analysis of statistical information.
* Good level of ICT skills, including use of databases and spreadsheets
* Ability with training to update website and social media
* Experience of using Outlook, Word, Excel, PowerPoint etc.
* The ability to work effectively within a team.
* Excellent verbal and written communication skills.
* The ability to demonstrate awareness/understanding of equal opportunities and diversity.

### Desirable Skills

* The ability to speak Welsh.
* Knowledge of the local voluntary sector.