

JOB DESCRIPTION

Substance Misuse Key Worker

POST INFORMATION

Type of Post:	Permanent
Number of Posts	1
Hours of work	32 hours per week Monday to Friday including some Saturdays, 7pm finishes and mobile working some Sundays. Usual office hours 9am to 5pm Monday to Friday. Work out of usual office hours will be on a rota basis.

On a rota basis, this post will operate the 'Out of hours' help line (via mobile phone) 5pm-7pm four weekday evenings and 10 am to 2pm on a Sunday. This will be in addition to regular hours and will attract a flat £50 weekly payment.

Work outside of these hours is needed on occasion to meet the needs of the charity and organisations that we work with.

Accountability	Line managed by the Service Delivery Manager
Salary	£21,748 (pro rata)
Location	The Carers' Support Service, 1 Town Hall Square, Grimsby, DN31 1HY
Travel	Occasional travel around North East Lincolnshire and to Brigg (North Lincolnshire)

ABOUT THE POST

No day is the same when you work with Carers. You must have a desire to help people and be able to do this in an effective, practical and solution focussed way. You will have an acute ability to be supportive, level headed and empathetic. You will manage your own case load, and support your Carers to manage and maintain their health and wellbeing via the range of services we provide, and via other local organisations. Our team has the ability to make a real difference to the lives of Carers. You must be committed to providing equitable and high quality support, and be able to do this in sometimes challenging and emotional situations.

As well as being integral to the delivery of support to Carers, you will support our commitment to raise the awareness and profile of Carers on an area wide level. You will have the opportunity to be involved in outreach activity and the development and delivery of training to Carers, the public and other professionals.

Carers of people with Substance Misuse problems share the rewards and challenges of caring that most other Carers experience, but caring for someone with a substance misuse problem comes with its own unique experiences. Knowledge of substances, addiction, and the effects this can have on the person misusing substances (adults and children), their family and friends and affected others is a must for the successful candidate. You will also benefit from having an understanding of the cycle of change and the recovery agenda.

The right information and support delivered in the right way at the right time can be life changing. You will have the opportunity to develop training and resources to benefit the Carers you support. You will work with Carers one to one and in groups, and develop strong and effective peer to peer support.

Main roles and responsibilities of the post:

- Take referrals from the wider community and colleagues in other local organisations such as We Are With You and GP practices. You will work with Carers to explore their strengths and resources from within their families, networks and communities.
- Deliver a robust registration process for new Carers accessing our services, ensuring you identify their needs and are able to work with the Carer to establish a clear care plan.
- Enable and empower Carers to access appropriate services from the Carers' Support Service and their local community. You will (by acting on their behalf if necessary) ensure Carers feel supported and help them to access support to meet their needs.
- Key workers provide time limited support when Carers have specific challenges relating to their caring role, so where there is a need, you will add to the case load of Carers you keep in regular contact with.
- Work with Carers and support them to feel empowered to advocate for themselves. You will develop an understanding of what the Carers' Support Service can provide a Carer and what is the responsibility of other professionals and services when it comes to support for Carers and the people they care for.
- Support Carers to build their resilience by providing quality information, advice, guidance, support and training.
- Facilitate the ANGELS Club, a peer support group for Carers of people with Substance Misuse Problems, and establish strong and effective peer support both within the group and outside of the group.
- Provide information and support via telephone contact and face to face support. You will enable Carers to take control of their lives and support them to achieve the best outcomes for themselves and the person they care for.
- Operate within the principles of empowerment and community development whereby all Carers will be supported to become involved wherever possible, in the development and delivery of plans and services.
- Play a key role in raising awareness and supporting the inclusion of Carers across North East Lincolnshire by conducting community outreach. You will engage with, make contacts and build good working relationships with relevant local organisations (We Are With You, Humberside Police, NAViGO, Victim Support, Womens Refuge, to name a few)
- Deliver Carer Awareness Training to professionals, organisation teams, community groups and facilitate the dissemination of Carers' Support Service information in key places across North East Lincolnshire.
- Develop a programme of training based on themes including, but not limited to: coping strategies, managing difficult behaviour, substance misuse and addiction awareness and barriers to recovery.
- Be a 'listening ear' when Carers just want someone to talk to and to deal with enquiries effectively and sensitively.

The Carers' Support Service

Working with Carers in Northern Lincolnshire



- Support Carers to apply for individual Carer grants that support them with their caring role.
- Provide a friendly and efficient service when dealing with Carers at all times.
- Ensure Carers are made to feel welcome when visiting our services, either at the Centre or out in the community.
- Actively find out about services and support available to Carers within the community, keep this knowledge up-to-date and share with Carers and colleagues.
- Research and inform yourself about trends, agendas and issues relating to substance misuse, as these may impact on the challenges the Carers you support face.
- Promote the Carers' Support Service in order to increase our profile across North East Lincolnshire, which includes talks to local community and support groups.
- Ensure all carer records are up-to-date by recording daily activity, appointments and referrals using a Customer Relationship Management System.
- Work as part of a team to ensure the efficient and professional running of services, and work to the team pledge.
- Take part in the "duty rota" at the Centre and cover (on a rota basis) the out-of-hours telephone support service.
- Be involved with the planning and implementation of activities for Carers Week and Carers Rights Day.
- To monitor and evaluate the quality of the service provided through outcome evaluations and quarterly feedback from Carers.
- Actively engage in the development of the charity and highlight any development opportunities by making the management team aware.
- To adhere to and consistently follow all policies and procedures.
- Undertake any other duties as required.