



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

ROLE PROFILE: Young Carers Coordinator

Service: Families and Communities

Level 5

Reporting to: Director – Family and Community Services

DBS: Enhanced

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 200 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee's unique strengths and believe our success relies on more than just job roles. We have a great benefits' package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

<p>YOU HAVE:</p> <p>Assessed at application only</p> <ul style="list-style-type: none">• Applicants must have NVQ Level 4 or equivalent qualification in a related area.• Experience of supporting, coaching or training staff and/or volunteers.• Knowledge around guidelines for handling confidential and sensitive information• Experience of effectively using information technology for a range of different purposes <p>Assessed at application and interview</p> <ul style="list-style-type: none">• Post-qualification experience of working in a strengths-focused way with children, young people and families with a range of physical and mental health needs• A good understanding of the needs of young carers and their families• Experience in a range of interventions with young people and families including assessments, therapeutic work, one to one and group interventions• Experience in working with a range of partner agencies to develop productive and effective relationships• Experience in acting as a representative for your service and organisation at a locality level• Experience in effectively safeguarding young people and vulnerable adults	<p>YOUR STRENGTHS ARE:</p> <p>Assessed at application and interview</p> <ul style="list-style-type: none">• Proven experience of developing productive and effective relationships with young people and their families• Demonstrate a commitment to Continuous Professional Development <p>Assessed at interview only</p> <ul style="list-style-type: none">• Excellent organisational skills – you are able to organise your work, prioritise and manage your and the team’s time effectively in order to meet targets with a minimum of supervision• Skills and ability to develop staff and volunteers to work as an effective team• You have the skills and knowledge required to support decision-making and the team’s work with families where there are safeguarding issues or complex needs eg substance misuse, physical wellbeing or mental health problems• Awareness of Child Protection issues and the boundaries of professional relationships• Confidence and ability to be a positive representative for the service in a range of settings eg with donors, schools and partner agencies.• Motivated to work towards creating a safe, open and trusting environment• Ability to communicate effectively to develop and maintain constructive relationships with staff, volunteers, colleagues at Positive Steps, donors and professionals from other agencies
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MAIN PRIORITIES

- The main focus of this post is to coordinate the provision of a support service to young carers living or educated in Oldham and to their families.
- You will coordinate the provision of groupwork, respite, and therapeutic activities by working with staff, volunteers, Positive Steps staff and partner agencies.
- You will support the delivery of activities for individual young carers, whole families and groups of young carers

KEY DUTIES

- To work with key agencies including adult social care, children's social care and schools to identify young people aged 8 to 18 who have caring responsibilities, to promote the service and increase awareness of young carers needs
- To manage referrals to the service and allocations
- To supervise Young Carers Support Workers, volunteers and sessional workers
- To ensure effective assessments of needs and packages of support for individual young carers and whole families.
- To deliver targeted interventions to individual young carers having a full knowledge and appreciation of the range of activities, courses and opportunities, organisations and individuals that could be drawn upon to provide extra support for them
- To plan, deliver, monitor and evaluate activities with the team and with young carers – ensuring the requirements of the service and health and safety requirements are met
- To work towards a model of coproduction for the service - proactively engaging with young carers and their families to increase their participation
- To represent Oldham Young Carers and Positive Steps locally when required
- To coordinate fundraising activities for the service, working with Positive Steps, external organisations including donors.
- To work with the team to maintain accurate and up to date records for the service in line with Positive Steps policy
- To champion all aspects of equal opportunities by valuing diversity in all areas of work
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Safeguarding Policy and Procedure
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy
- To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager
- To provide cover for evening and weekend sessions flexibly when required

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work at all times within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared: 15/09/2021 - Prepared by: Rina Dabhi