

GLASGOW ASSOCIATION FOR MENTAL HEALTH

JOB DESCRIPTION

POST: FAMILY SUPPORT WORKER

ACCOUNTABLE TO: SERVICES MANAGER

REPORTS TO: CARERS CENTRE MANAGER

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Our Approach

GAMH provides support services to carers through our two Carer Centres located in the West and the South West of the City of Glasgow

The overall aim of the carers' service is to provide inclusive and holistic support to carers within Glasgow to maintain their quality of life and enhance their capacity to maintain their health and wellbeing through the provision of a range of person centred, coordinated, and outcome focussed services. Our carer support services promote choice, control and independence for carers, tailoring solutions to carers specific needs as far as possible and connecting them with their community.

Purpose

The role of the Family Carers Support Worker is to contribute to the effective delivery of our carers support services ensuring that they meet key service objectives and expressed needs of referred carers.

A key task will be to promote social inclusion by facilitating opportunities for carers to build networks of support so that they are more connected with our community and have links with other people and resources that are important to their health and well being

GAMH, as part of the Glasgow Carers Partnership, works closely with the Social Work Carer Support Teams which are located in each of the 3 sectors of the city. These teams undertake statutory carer assessments for those carers with greatest need and work in partnership with the Carers Centres at a local level to support carers along the caring pathway from the point of diagnosis and through crisis and emergencies.

The Family Carers support worker will work as part of the Carers Centre team and be supported and supervised by the Carers Centre manager

Specific Responsibilities – Service Delivery

1. Carry out Carers Assessments and develop outcomes based support plans for Adult Carers in line with guidelines as set out by Glasgow City Council and in partnership with the carer.
2. Provide support and assistance to carers in order to meet their assessed needs, risks and outcomes i.e. Information and advice, respite and short breaks provision, emotional support, training, first tier income maximisation, having a voice.
3. Conduct regular reviews of the support plan to ensure that support is relevant, effective and meeting agreed outcomes
4. Contribute to the continued development of services within the Glasgow Carers Partnership and the South West Glasgow Carers Centre, which includes attending meetings, providing information, taking part in working groups and training.
5. Negotiate and network with statutory and voluntary organisations to ensure carers **needs** are addressed.
6. Assist carers to access services and advocate on their behalf when required.
7. Apply for individual grants as appropriate to meet assessed needs of carers.
8. Refer and /or facilitate training, following the agreed Carer Partnership pathways on relevant, condition specific training.
9. Refer carers to appropriate agencies for additional emotional support such as groups and counselling.
10. Provide information on social and educational activities and refer on for relevant support.
11. Contribute and support publicity pertaining to the Carer Centre and the wider Glasgow Carers Partnership as required, such as articles, newsletters and leaflets
12. Ensure that accurate, electronic, statistical records are maintained through the project database and duty logs, in order to inform service evaluation and meet the information requirements of funders.
13. Undertake administrative duties relating to the post both in written form and electronically, including word processing, data input, emailing and maintaining information.
14. Contribute to and Prepare written reports as required by the manager.

15. Follow and work in line with all of Glasgow Association for Mental Health policies and procedures at all times.

Safe Guarding

Follow agreed GAMH policies and procedures to manage risk to self, others and team members.

Promote the protection of carers including ensuring that you can access and understand information about the legal and organisational requirements for the protection of adults and children.

Act in accordance with GAMH Safeguarding policies and procedures that support the safeguarding of individuals from harm or abuse at all times.

Health and Safety

Work effectively and follow lone working practices which encourage effective and safe practice.

Ensure that you are aware of and comply with GAMH policies, procedures and practices designed to protect the health, safety and security of all employees.

(GDPR)General Data Protection Regulations

GAMH complies with all aspects of data protection and takes seriously its duties, and the duties of its employees, under the General Data Protection Regulation 2016.

The GDPR (2016) applies to personal information that is "processed". This includes obtaining personal information, retaining and using it, allowing it to be accessed, disclosing it and, finally, disposing of it.

The Carers Support worker will be expected to adhere to the organisations Data Protection and Data Management Policy.

Will ensure that records and reports are stored and shared within confidentiality agreements and according to legal, work setting and other agency agreements and requirements

Will ensure that records and reports are accurate, concise, objective, understandable and legible.

Other

To Take Responsibility for and Keep up to date with current practice and maintain records of your own professional development, according to legal and organisational requirements.

To ensure that the Scottish Social Services Council (SSSC) Codes of Practice are complied with at all times.

To carry out any other duties and responsibilities consistent with the post as directed by the Carers centre Manager.