



Job description: Outreach and Development Officer – Anglesey

Hours of work: 15 hours per week

Salary: £18,870 - £20,541 pro rata

Location: Park Mount, Llangefni

Contract: Permanent

Responsible to: Chief Officer, Carers Outreach Service

Making a difference to unpaid carers in the local community

Specific Duties

Outreach Work

1. Promote the organisation and identify hidden carers who need assistance in the local community.
2. Provide information and guidance to other agencies who may encounter carers in the course of their daily work. Educate employees of such agencies at a grass root level.
3. Establish support groups and drop-in clinics in a variety of locations to provide information and support to carers.
4. Work closely with other organisations and existing support groups within the community to identify carers and offer support where needed.
5. Liaise with statutory services such as Local Authority, Social Services, Education and Health and work in partnership where possible to support carers in the community.
6. Work with diverse groups of carers, providing specialist support and assistance tailored to the needs of the specific illness/disability/age group of said carers and/or the cared for person.

7. Raise awareness of carers' issues amongst carers and the wider community.

Development work

8. Work directly with individual carers and assess their needs. Decide on the most appropriate support to be provided and the most appropriate course of action to meet the identified needs.
9. Receive and manage enquiries and referrals, working closely with Carers Outreach staff and external health and social care workers to discuss, prioritise and deal with cases.
10. Manage agreed caseload of carers who require one to one support, conduct home visits where necessary, and ensure that all issues are dealt with in a timely manner. Caseload will fluctuate according to identified needs.
11. Take a holistic approach when supporting carers by working collaboratively with Carers Outreach staff and volunteers, to ensure that full support is given at all times.
12. Acquire and maintain good local knowledge of the community, of third sector and statutory services, relevant contacts, and of signposting and referral pathways; work closely with officers of external organisations to access information and help in order to assist carers.
13. Be motivated to work under own initiative and as part of a team.
14. Update and maintain internal monitoring systems.
15. Be responsible for administrative tasks in relation to the above duties.

General Duties

1. Be committed to the work of Carers Outreach Service and promote team working and effective collaboration across the health, social care and third sectors.
2. Work in accordance with the organisation's policies and procedures and in line with the organisation's values and mission.
3. Provide verbal and written reports as may be required by the Chief Officer and the Board of Trustees.
4. Carry out any other duties which may be required by the Chief Officer, commensurate with this role.