

Job Role Profile

	Job Title:	Family Wellbeing Worker
	Department:	Children and Families
	Direct Supervisor:	Team Lead
	Number of Direct Reports/Matrix Reports:	Students, volunteers and apprentices, as required.
	Location:	Aberdeen Carers Support Service

1	<p>Job Purpose:</p> <p>To improve the wellbeing of unpaid Carers of all ages throughout Aberdeen to enable them to continue in their caring role, where appropriate and support them to have a life of their own.</p>
2	<p>Dimensions: i.e. budget, no of staff, areas of work etc.</p> <p>BUDGET</p> <p>Accountable for monies received from petty cash.</p> <p>STAFF</p> <p>May be required to support and/or supervise volunteers, apprentices or students</p> <p>AREA of WORK</p>

	Role covers Aberdeen. Staff will operate within a defined geographic area at any one time, but will be required to cover other areas as required e.g. in the event of other staff absences
3	<p>Key Objectives and Accountabilities:</p> <ol style="list-style-type: none"> 1. To establish and maintain collaborative working relationships between the service and other professionals from education, health, social work and third sector organisations in order to improve referral, assessment and support processes for Carers, and to ensure joined up working to support families. 2. To assist with the development and implementation of new community based groups for cares and cared for over the age of 50. 3. To assess the needs of unpaid carers within families to a consistently high standard and co-produce outcome based support plans which prioritise and address identified needs 4. To offer a range of practical and emotional supports to Carers which minimises the negative impact of caring responsibilities and achieves positive wellbeing 5. To facilitate group learning/activity programmes for individuals and families 6. To utilise a range of tools to consult with Carers to ensure their views actively shape service delivery both locally and nationally. 7. To adhere to a system of recording within the project which contributes to the overall evaluation of the service and plans for future service development. 8. To undertake any other duties or responsibilities which are commensurate with the post
4	<p>Key Performance Outcomes and Measures:</p> <p>Carers are satisfied with the support received</p> <p>Carers feel more able to cope in their situation, with improved wellbeing and time to themselves.</p> <p>Carers are more connected with, involved in and supported by their community</p> <p>Families feel more able to cope with their situation and make positive steps to address difficulties.</p>



5	<p>Knowledge, Skills and Experience necessary for the role:</p> <p>Evidence of Further Education, within social care, education, community development or childcare desirable.</p> <p>Experience of delivering support to individuals, families and groups which delivers agreed outcomes</p> <p>Experience of inter-agency work and working knowledge of GIRFEC</p> <p>Good knowledge of current legislation affecting unpaid Carers</p> <p>Knowledge and understanding of assessment processes and engagement techniques, and experience of implementing them effectively</p> <p>Experience of working with families in their own homes and in community settings.</p> <p>Ability to build positive relationships with children, families and professionals</p> <p>Confidence to highlight and address conflict between family members</p> <p>Ability to motivate individuals and family members to implement change</p> <p>Knowledge of adult and child protection framework and procedures</p>
	<p>IT competency and strong written skills with experience of documenting support work.</p> <p>Good time management skills</p> <p>Ability to prioritise and manage a busy workload</p> <p>Good customer care skills</p>
6	<p>Key Relationships:</p> <p>Internal Stakeholders:</p> <p>Colleagues within Quarriers services – both Aberdeen Carer Support Service, Quarriers services in the north east and other Quarriers Carer Services nationally</p>



	<p>Service users</p> <p>External Stakeholders: Social work, health, education and Third Sector organisations on a daily operational basis.</p> <p>Potential service users</p>
7	<p>Organisation Chart:</p> <p><i>See attach organisation chart showing manager and direct reports.</i></p>



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