

Job Description

Job title:	Young Carers' Support Officer
Responsible to:	Young Carers' Service Manager
Responsible for:	Occasional young carers' volunteers
Location:	Hybrid (home and office based)
Term:	Permanent
Annual salary:	£22,458.63 (FTE £27,698.98)
Hours:	30 – 37 hours per week available (will discuss once offered) with occasional evenings and weekends
Benefits:	5% pension contribution after probationary period

The Role

We are seeking a dedicated and compassionate Young Carers' Support Officer to join our team at The Carers' Centre. The successful candidate will support young carers through every stage of their journey with us, from registration through to wellbeing activities, assessments, and follow-up support. Key responsibilities include providing holistic needs assessments, organising wellbeing activities, collaborating with our wider teams including Communications, Digital and Participation, and raising awareness about young carers in the community. The role requires proactive engagement with young carers, professionals, and stakeholders to enhance support and ensure the voices of young carers are heard.

About you

You have experience of working in similar roles supporting children and young people in both one-to-one and group settings. You are confident in planning and delivering creative youth work sessions, especially those focusing on mental health and wellbeing. You also have a good understanding of the needs and challenges faced by young carers. You are skilled in managing projects within a budget, maintaining positive relationships with colleagues, young carers and volunteers across various settings. You are organised, proactive, reliable, and adaptable to meet the needs of young carers.



About us

The Carers' Centre is a local independent charity with a big vision! We want to live in a community where unpaid carers are fully recognised, valued and supported. By joining The Carers' Centre, you are joining a team dedicated to helping families across Bath and North East Somerset when they need us most.

We provide trusted information, advice and support to unpaid carers of all ages, enabling them to maintain or improve their health and wellbeing, stay in control of their caring role and get connected with others in a similar situation to them. In addition, we work with the wider community to improve recognition and support for unpaid carers.

We are committed to safeguarding and promoting the welfare of children/young people and vulnerable adults and expect all staff and volunteers to share this commitment. All applicants are subject to a satisfactory Disclosure and Barring Service check and at least two independent references.

Key responsibilities

1. Support an effective journey through our services for young carers, from registration onwards
2. Offer information, advice and support to young carers and the community around them.
3. Organise and deliver supportive and holistic assessments of young carers needs
4. Plan, deliver and evaluate wellbeing activities to support young carer resilience
5. To work in partnership with our Digital and Communications Team on innovative ways to engage young carers in the support we offer.
6. Work with our Participation Team to ensure the voices of young carers are heard and support the delivery of professional training to raise awareness of young carers.
7. Oversee volunteers involved in the delivery of services

The post-holder will provide:

Wellbeing activities

- Plan and lead a programme of wellbeing activities for young carers aged 5-17 years of age to increase resilience and help young carers connect.
- Work with the Young Carers' Service Manager to set, agree and work within set budgets.
- Be the lead staff member at activities, ensuring the safety and wellbeing of attendees.
- Collecting attendee feedback and evaluation data.
- Manage volunteers to support the delivery of wellbeing activities.

Young carer identification

- Engage with all relevant professionals, agencies and organisations to raise awareness and identify hidden young carers.

- Participate in carer engagement and identification activities as directed.

Young carer support

- To carry out statutory needs assessments to provide a holistic picture of young carers needs.
- To complete follow-up actions including referrals, information, advice and support.

Record keeping

- Record interactions with each young carer in accordance with the Data Protection and GDPR policies and follow all relevant internal procedures and processes.

Fundraising

- Recognise the continuing need to raise funds and proactively participate in fundraising activities.

General

- Adhere to the Carers' Charter and provide professional carer-focused information, advice and support service.
- Encourage young carers to provide feedback on The Carers' Centre's services and to become actively involved in shaping future delivery.
- Undertake safeguarding training, adhere to our organisational safeguarding policy and follow relevant safeguarding processes.
- Undertake any other duties required, in consultation with your line-manager, as are consistent with the responsibilities of this post.
- Take responsibility for ensuring communications are in line with GDPR.
- Ensure that you adopt good practice within the Carers Trust network.
- Ensure that you work within The Carers' Centre policy framework.

Person specification

Qualifications	Essential	Desirable
Trained or willingness to be trained in Child and Adult Safeguarding	Y	
Willingness to undertake training and development opportunities as required	Y	

Experience, knowledge and skills		
A minimum of one year experience of supporting young people preferably in a one-to-one and group setting	Y	
Confidence to plan and deliver creative and engaging youth work sessions focusing on mental health and wellbeing	Y	
Experience of effectively working to a budget and project plan	Y	
A good understanding of the needs and challenges faced by young people, specifically young carers, including mental health	Y	
Ability to listen to young people, understand their needs and respond with information, advice and support which meets their specific needs		Y
Excellent digital skills, including knowledge and use of collaborative working tools		Y
Open to and inspired by the potential for digital innovation to enhance and support all aspects of your role.		Y
Knowledge of legislation and government policy relating to young carers and their rights, as well as knowledge of local support services to support young people's wellbeing	Y	
Experience of managing volunteers		Y
Experience of skills in producing written communications to young people		Y
Attributes		
Strong team player with the ability to maintain relationships with colleagues whilst working remotely and across different sites	Y	
Well-organised, proactive, and confident in managing varying priorities	Y	

Able to establish, maintain and influence positive relationships with key staff and volunteers		Y
Reliable, punctual, ability to plan effectively and consistently deliver against deadlines	Y	
Flexible – able to work flexibly, including evenings and weekends, to meet the needs of young carers	Y	
Other requirements		
Own transport / full driving license and willingness to travel	Y	