

## **Durham County Carer Support**

**Job Title: Connecting Carers Project Worker**

**Reporting to: Finance and Business Manager**

**Location:** The role is based at the Spennymoor Office of Durham County Carers Support, to work with informal Carers across County Durham

**Salary:** £24,948.14

**Contract:** Fixed Term – 1 year

**Job Purpose: To equip Unpaid Family Carers with the skills, confidence and equipment to use digital means to communicate, access training and information to support their caring role and reduce isolation.**

### **Main Tasks and Responsibilities**

- Understand and support Carers to use all sorts of equipment, operating systems and software programs and apps
- The ability to research solutions to Carers challenges through using appropriate equipment and accessing the internet
- The ability to produce simple “how to” guides to support people with accessing and improving digital solutions in a step by step format
- Skilled in delivering online and face to face training and support to individuals with all abilities in a wide range of digital and online formats
- Working with the Volunteer Development Coordinator to support, train and develop volunteers to deliver the project outcomes
- Deliver an effective awareness raising and marketing plan to recruit Carers to the project via social media, flyers, posters and press releases
- Work closely with the whole team to develop the project and ensure excellent communication both formally and informally
- Ability to plan, monitor and evaluate the project at all stages including all the administration and communication necessary
- To work with the Senior Management Team to develop a mechanism and criteria for Carers to access funding to purchase equipment needed
- Monitor and evaluate project outcomes as required by Durham County Carers Support and commissioners.
- To work with all staff to share knowledge and skills
- To attend meetings, training courses and events as required

- To occasionally work weekend and evening hours, for which time in lieu will be given
- To be committed to all Durham County Carers Support policies and procedures
- To undertake any other duties as determined by the Finance and Business Manager, in keeping with the purpose of the post.

## **PERSON SPECIFICATION**

### **Essential**

- This post requires enhanced DBS clearance
- An understanding of and a sensitive approach towards the situations, needs and difficulties faced by Carers
- Extensive knowledge and understanding of hardware, software and systems needed to achieve the aims of the project
- Extensive knowledge and skills of using online meetings via Zoom and Microsoft Teams
- Skilled and experienced in delivering training and support to individuals and groups in getting online and accessing training etc
- The ability to break down complex information and systems into manageable easily understood instructions and guides
- The ability to empathise with Carers of all ages and abilities and to support them to overcome their fears around IT
- An understanding of the issues affecting Carers
- Experience of working in a collaborative way with colleagues to develop and deliver a successful project
- Understanding and skilled in working with volunteers to achieve a project
- Excellent skills and experience of working with Microsoft office, including word
- Proficient in the use of internet/email/ database
- The equivalent of an A level qualification or above in IT and or teaching or extensive experience
- Full driving licence and access to a car
- Good written and verbal communication/interpersonal skills
- Ability to maintain accurate records, identify monitoring requirements and complete monitoring information
- Ability to communicate effectively with people at all levels
- Willing to undertake training and development

### **Desirable**

- Experience of training people within community settings
- Experience of working in or with the Voluntary and Community Sector