

Job Description

Job Title: Parent Carer Strategic Liaison Worker

Salary: £15,714 per annum (£25,841 full-time equivalent)

Hours: 22.5 hours per week

Responsible to: Chief Operating Officer

Primary Bases: The Innovation Centre, Kirkleatham Business Park and the TAD Centre, Ormesby Road, Middlesbrough.

1. Job Purpose

- 1.1 To provide information, advice and guidance to parents and Carers of children and young people with special educational needs and/or disabilities.
- 1.2 To strategically liaise with the relevant statutory and voluntary sector providers to facilitate positive relationships between carers and service providers.
- 1.3 To respond to day-to-day casework queries from staff/volunteers across the organisation.
- 1.4 To promote service provision and social inclusion for Parent Carers.
- 1.5 To support Parent Carers to become actively involved and participate in developing and improving local services.

2. Duties and responsibilities

- 2.1 To deal with internal day to day casework queries from other staff and volunteers.
- 2.2 To respond to casework queries from other professionals/external stakeholders.
- 2.3 To represent Carers Together at multi-disciplinary and other external meetings.
- 2.4 To provide individual, accurate and relevant information and support to Parent Carers including carers' assessments and support plans, using outreach venues, Carers' homes and Carers Together's premises as appropriate.
- 2.5 To liaise with other relevant agencies and to signpost/refer to appropriate services.



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2.6 To publicise and promote the service and raise awareness of Parent Carers' issues, including giving presentations and attending relevant events, when required.

3. General

3.1 To participate fully as a member of the staff and volunteer team including attending meetings, sharing information and working collaboratively with other staff and volunteers to ensure all services are delivered.

3.2 To work collaboratively with colleagues in other agencies.

3.3 To maintain written/electronic records using the organisation's database, provide written reports and attend relevant meetings as required.

3.4 To adhere to all service standards, policies and procedures of Carers Together.

3.5 To administrate and organise own work to ensure that it meets quality standards, deadlines and reporting requirements.

3.6 To undertake any other tasks or duties that may arise which are commensurate with the general level of this post and as directed by the designated line manager.

4. Management

The post holder will receive day to day management, supervision and appraisal from the Chief Operating Officer.

5. Working conditions

The standard working pattern for the role will be Monday to Friday, 9 am - 5 pm, but flexible working options will be considered subject to the demands of the service.

Some evening and weekend working may be required but will be agreed in advance with the postholder. Overtime will not be paid, but approved time worked in excess of the postholder's contracted hours should be taken as time off in lieu.

Full-time employees have a holiday entitlement of 30 working days (222 hours) per year plus statutory/bank holidays. For part time staff, holiday entitlement is calculated on a pro-rata basis based on their contracted hours.



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This job description is intended as a guide to the duties and responsibilities of the post and may be amended from time to time, subject to developing organisational needs, and following appropriate consultation with the post holder.