

# Job Description and Person Specification

**JOB TITLE:** Parent-Carers Project Worker (Sandwell Carers)

**EMPLOYMENT STATUS:** Permanent

**RESPONSIBLE TO:** Service Coordinator

**SALARY:** £12.60 p/hour

**HOURS:** 18 hours per week (flexible via a rota to meet service outcomes)

**WHERE:** Outreach across Sandwell (Office B32 3BZ)

|   | CRITERIA  | EVIDENCE                       |
|---|---|--------------------------------|
| <b>Knowledge/ Experience and Skills</b> | <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• <b>Work/Lived Experience</b> <ul style="list-style-type: none"> <li>○ Experience working in a social care, health, or education setting.</li> <li>○ Lived experience as a parent-care of a disabled child, or other type of unpaid carers role.</li> </ul> </li> </ul> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• <b>Administrative Skills:</b> <ul style="list-style-type: none"> <li>○ Ability to follow set administrative procedures.</li> <li>○ Good written and spoken communication skills.</li> <li>○ Ability to use Microsoft 365 Apps like Outlook, Word, XL, PowerPoint, OneDrive, SharePoint, &amp; Teams</li> <li>○ Ability to use IT Case Management Systems</li> </ul> </li> <li>• <b>Working with Diverse Communities:</b> <ul style="list-style-type: none"> <li>○ Understanding and awareness of working with people from a range of cultural and community backgrounds.</li> </ul> </li> <li>• <b>Organisational Skills:</b> <ul style="list-style-type: none"> <li>○ Ability to plan and prioritise workload effectively.</li> <li>○ Confidence in attending, contributing to, and facilitating meetings and group discussions.</li> </ul> </li> <li>• <b>Interpersonal Skills:</b> <ul style="list-style-type: none"> <li>○ Able to work respectfully with people across local communities and various public services.</li> <li>○ Maintains discretion, integrity, and confidentiality at all times.</li> <li>○ Works well both independently and as part of a team.</li> </ul> </li> <li>• <b>Adaptability:</b> <ul style="list-style-type: none"> <li>○ Comfortable working in dynamic and changing environments.</li> </ul> </li> <li>• <b>Awareness of Disability and Carer Issues:</b></li> </ul> | Application Form and Interview |

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|                                    | <ul style="list-style-type: none"> <li>o Knowledge and understanding of the challenges faced by disabled people and their family/unpaid carers. <ul style="list-style-type: none"> <li>• <b>Safeguarding</b></li> </ul> </li> <li>o Commitment to safeguarding and promoting the welfare of vulnerable individuals. <ul style="list-style-type: none"> <li>• <b>Co-production</b></li> </ul> </li> <li>o Understanding of (or a commitment to learn) co-production, person-cantered and strength-based approaches.</li> </ul>   |                                |
| <b>People &amp; Contacts</b>       | <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of local services, organisations, and networks in Sandwell.</li> <li>• Fluency in a second spoken language.</li> </ul> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience in community engagement or outreach.</li> <li>• Confidence in engaging with people from diverse communities, faiths, and cultural backgrounds.</li> <li>• Ability to communicate diplomatically and sensitively with individuals, families, and professionals from other agencies.</li> <li>• A reliable and responsible team player, able to work collaboratively with both internal colleagues and external partners to achieve shared outcomes.</li> </ul> | Application Form and Interview |
| <b>Job Impact</b>                  | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• A drive to continuously improve performance and service quality.</li> <li>• The ability to deliver support which meets the needs of individuals from diverse communities.</li> <li>• Commitment to upholding Midland Mencap's values, including its Vision, Mission, and Three Core Offers.</li> <li>• Passionate about equality and inclusion.</li> </ul>  | Application Form and Interview |
| <b>Creativity &amp; Innovation</b> | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Able to provide accurate and consistent information to support service delivery and management decisions.</li> <li>• Able to plan, organise, and manage activities using appropriate tools/resources.</li> </ul>  | Application Form and Interview |

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|                                     | <ul style="list-style-type: none"> <li>• Skilled in facilitating group sessions, workshops, or peer support forums.</li> <li>• Flexible and responsive to changing needs.</li> </ul>   |                                |
| <b>Independence &amp; Judgement</b> | <b>Essential:</b> <ul style="list-style-type: none"> <li>• Confident working independently and using initiative.</li> <li>• Able to recognise personal and professional boundaries.</li> <li>• Willing to take responsibility for meeting service user needs, demonstrating flexibility, pride in work, and ability to meet deadlines—even under pressure.</li> <li>• Inclusive and respectful of others' backgrounds and experiences.</li> </ul>  | Application Form and Interview |
| <b>Other Requirements</b>           | <b>All staff employed by Midland Mencap are expected to:</b> <ul style="list-style-type: none"> <li>• Recognise and uphold their duty of care to all citizens and the wider public.</li> <li>• Embrace Midland Mencap's values at all times.</li> <li>• Demonstrate a clear understanding and belief in the organisation's mission and values.</li> <li>• Commit to the principles of safeguarding.</li> <li>• Hold an enhanced Disclosure and Barring Service (DBS) clearance.</li> <li>• Be available to work occasionally in the evenings and weekends.</li> <li>• To undertake such other duties, training and/or hours of work as may be reasonably required which are consistent with the general level of responsibility for this job role.</li> <li>• Travel across the borough of Sandwell is essential; access to a car and full UK driving license is essential.</li> </ul> | Application Form and Interview |

## Who We Look for?

Are you **passionate** about working alongside individuals, families, and communities to make a meaningful difference? Do you thrive in a role that balances independent responsibility with strong team collaboration? If so, we'd love to work with you.



Midland Mencap is looking for a **committed** and **enthusiastic** 'Parent-Carers Project Worker' to help bring the vision of the Sandwell Carers to life. This is a dynamic role where you'll take ownership of your work while being supported by a close-knit, experienced team, your line manager, and the people we serve.



### You will:

- Be motivated by making a difference in people's lives.
- Bring experience in supporting people in community settings, especially in diverse and underrepresented communities.
- Understand the unique challenges faced by unpaid Parent-Carers and be ready to listen and act as needed and appropriate.
- Communicate confidently with Parent-Carers, colleagues, professionals (such as social workers or teachers), and community organisations.
- Be organised, adaptable, and resilient in a role that blends emotional intelligence with practical action.
- Have a proactive approach to safeguarding, confidentiality and compliance.

**Most importantly**, you'll share our belief that people with lived experience should shape the services they use, and you'll be excited to work in a co-produced, strengths-based way.

If you have experience working with unpaid carers and families with children, young people, or adults with illness or disabilities, that's a bonus. But don't be put off if not. We value transferable **skills** from other sectors and provide comprehensive training to all our staff.

## What does a 'Parent-Carers Project Worker' do?

As a key team member of the Midland Mencap/Sandwell Carers team, you'll play a central role in identifying and supporting unpaid Parent-Carers— who provide care to their Children with SEND, other disabilities or long-term conditions.

You'll build strong, trusting relationships with individuals, families, volunteers, and partner organisations, working in a way that is co-produced and rooted in mutual respect.

You will help carers identify and build on their many strengths, through the delivery of a range of workshops, support groups and information and advice sessions both in-person in community settings across Sandwell and online. Themes include areas of topic like Understanding Education Health & Care Plan's, Carers Rights, Sensory Play, Communication and more – don't be put off if these subjects are new to you – training will be provided.

### Your day-to-day duties will include:

- **Direct Support:** Offering information and advice, through the facilitation and delivery of workshops/support groups and other similar activities and events.
- **Collaborative Planning:** Working together with colleagues, carers, and volunteers to design and deliver a wide range of meaningful, inclusive activities that reflect the strengths, interests and goals of those we support.
- **Asset-Based Approaches:** Identifying and celebrating the strengths of individuals and communities, from across Sandwell's rich cultural diversity.
- **Information & Guidance:** Providing clear, relevant advice and signposting to help Parent-Carers navigate services, understand their rights, and access support.
- **Promotion & Outreach:** Helping to raise awareness of Sandwell Carers within local communities and through professional networks, including statutory and voluntary agencies.
- **Volunteer Engagement:** Supporting and working alongside volunteers to enhance the reach and impact of the service.
- **Monitoring & Safeguarding:** Ensuring person-centered approaches are at the heart of your work as well as Safeguarding, GDPR, and all other Midland Mencap's policies.
- **Reflective Practice:** Taking part in regular team reviews of activities to learn, improve, and evolve our offer.
- **Flexible Working:** Contributing to a rota system that supports the needs of Parent-Carers, while maintaining a balanced and structured workload. This will include time spent in the office and local communities across Sandwell.

## About Midland Mencap & Sandwell Carers

**Midland Mencap** is a leading West Midlands charity supporting people with learning disabilities, autism, and other long-term conditions—as well as their families and unpaid carers. We work to empower individuals of all ages and abilities, promote inclusion, and improve quality of life.

**Sandwell Carers** is a partnership led by **Forward Carers** who have been empowering unpaid Carers to live fulfilling lives since 2014 and delivered locally by local organisations including **Midland Mencap**. Sandwell Carers is commissioned by **Sandwell Council** and is part of a wider mission to build Carer Friendly Communities—places where unpaid carers are recognised, supported, and able to thrive in all areas of life.