

Job Description and Person Specification

JOB TITLE: Walsall Carers Hub – Carers Project Worker

EMPLOYMENT STATUS: Permanent

RESPONSIBLE TO: Walsall Carers Hub Coordinator

SALARY: £16,818 per year (£13.44 per hour)

HOURS: 24 hours per week

WHERE: Walsall Carers Hub and outreach across Walsall

	CRITERIA	EVIDENCE
Knowledge/ Experience and Skills	Desirable • Previous experience of working in a social care setting or similar e.g. health or education settings. Essential • Must have basic administrative skills and be able to: ➢ <i>Follow administrative procedures.</i> ➢ <i>Demonstrate good written skills and be able to complete coherent reports.</i> • Must be able to demonstrate understanding of working with diverse communities. • Must have organising skills and be able to: ➢ <i>Plan and prioritise work.</i> ➢ <i>Attend and contribute at meetings and groups.</i> ➢ <i>Facilitate discussion at meetings and groups.</i> • Must be able to demonstrate capacity to deal with a range of people in local communities and across levels of public services, and to work with discretion, integrity and with complete confidentiality. • Must be able to work in dynamic and changing circumstances. • Must be able to get on with people, and to work independently as well as in a team. • Be able to demonstrate knowledge and understanding of the issues faced by disabled people and their family carers.	Application Form and Interview.
People & Contacts	Essential • Ability to act diplomatically and to use a range of communication skills to work sensitively with citizens, their families and staff from other agencies. • Ability to work reliably and responsibly as a member of a team with internal and external colleagues to achieve service outcomes.	Application Form and Interview.
Job Impact	• Determination to seek to improve quality of performance. • Ability to deliver support to individuals from diverse communities.	Application Form and Interview.

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	Ability to demonstrate personal values in line with organisational Mission Statement inc. Vision, Mission & Three Core Offers.	
Creativity & Innovation	Essential - Ability to provide consistent information to support management. - Ability to plan, organise and manage activities in a logical and consistent manner, using appropriate information systems and tools e.g. work schedules and charts.	Application Form and Interview.
Independence & Judgement	Essential - Ability to work independently and use initiative. - Ability to recognise boundaries. - Ability to accept responsibility for meeting service users' needs, demonstrating flexibility and pride in delivering work of the highest quality, working to deadlines and under pressure.	
Other Requirements	All staff employed by Midland Mencap will: - Recognise their duty of care to all work-related citizens and the wider general public. - Agree with the organisation's values and ensure that they are always complied with. - Demonstrate understanding and belief in Midland Mencap's values. - To always uphold the principals of safeguarding. - Have enhanced level clearance from DBS. - Be available for occasional evenings and weekend work. - Full current driving license with access to own transport.	Application Form and Interview.

Who We Look for?

Are you a **warm**, **personable**, and highly **motivated** individual who can empower the people you support?

Do you have **passion** for what you do, are a strong **communicator** and have good **problem-solving** skills?

The Project Worker will work alongside an experienced and established team in Walsall.

We place a high value upon **integrity**, **ethical standards**, and a commitment to **excellence**.

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 Project Worker do?

Midland Mencap is looking for an enthusiastic and motivated Project Worker to help bring the vision of Walsall Carers Hub to life.

This is a rewarding frontline role supporting unpaid carers of children and adults with disabilities or illnesses. You will provide information, advice and guidance, help deliver engaging wellbeing activities, and ensure carers receive the right support for their individual needs.

Working alongside colleagues, volunteers and partner organisations, you will help identify and reach unpaid carers across Walsall, including people from culturally diverse and underrepresented communities. You will use person-centred, user-led and strengths-based approaches, with consultation and co-production central to your work.

You will build positive relationships with carers, professionals and organisations across the voluntary and statutory sectors, including social workers and teachers. You will also help promote Walsall Carers Hub, develop referral pathways and increase awareness of the support available.

The role includes managing referrals and assessments, reviewing activities and casework, and ensuring appropriate risk assessments and person-centred plans are in place. You will maintain accurate, confidential and timely records and respond appropriately to safeguarding concerns in line with Midland Mencap's policies, GDPR and multi-agency procedures.

You will work as part of a rota to help meet the needs of a busy and responsive service.

We are looking for someone who:

- Understands the challenges and barriers faced by unpaid carers.
- Has experience engaging with diverse communities.
- Can build strong relationships with carers, colleagues and professionals.
- Is organised and able to manage their own workload.
- Works well as part of a team and confidently uses their own initiative.
- Is adaptable, enthusiastic and willing to try new approaches.

This is an excellent opportunity to make a meaningful difference to unpaid carers and help shape an inclusive, accessible and responsive service across Walsall.

About Midland Mencap & Walsall Carers Hub

Midland Mencap is a leading West Midlands charity supporting people with learning disabilities, autism, other disabilities and long-term health conditions, and their families/Unpaid Carers. Our services empower individuals, promote inclusion, and improve the quality of life for people of all ages and abilities. Walsall Carers Hub is a partnership commissioned by Walsall Council, led by Forward Carers, a not-for-profit, Community Interest Company who have been empowering unpaid Carers to live fulfilling lives since 2014. With a mission to create Carer Friendly Communities that understand, value and support unpaid Carers, so Carers can thrive in all areas of life and work and the service is delivered by Midland Mencap.