

ROLE DESCRIPTION

POST	Carer Trainer
DURATION	Carer trainers are appointed for the duration of the Carer Trainer Unit main service contract. See also Appendix: Further details - time commitment.
EVENTS	Carer trainers may be asked to attend training events with health and social care professionals; they may also have the opportunity to attend workshops and discussion groups or other activities to promote good practice by sharing their own lived care experience.
REIMBURSEMENT	Carer Trainers have the choice of being reimbursed for their time or participating in a voluntary capacity. Reimbursement rate is £10.00 per hour for travel time, preparation, delivering training and attendance at other carer training activities as a Carer Trainer. Travel and out of pocket expenses are reimbursed. See also Appendix: Further details – reimbursement or volunteer?
ACCOUNTABLE TO	The Carer Trainer Project worker and Trustees of Carers in Hertfordshire.
SUPPORTED BY	The Carer Trainer Unit and Volunteer Service

1. INTRODUCTION

Carers in Hertfordshire is a well-respected, independent, carer-led charity, established in 1995, which aims to provide carers with a platform to speak up and make their voices heard on an individual and collective basis and to use their experiences to improve and develop the services and support provided to them and to the people they care for.

Carers in Hertfordshire is committed to working co-productively with carers to achieve this aim.

2 CARERS IN HERTFORDSHIRE INVOLVEMENT AND DEVELOPMENT SERVICE

The Carers Involvement & Development service facilitates the involvement of unpaid family carers in the planning, monitoring and development of health and social care services for a number of client groups, along with the commissioning of services for carers themselves. The Carer Trainer Unit sits within the Involvement and Development Service and is part of the Carer Learning and Development (CDL) team concerned with training and promoting good practice within health and social care.

The prime functions of the Carer Trainer Unit Service are:

- To maintain and develop robust county-wide engagement with health and social care professionals to facilitate opportunities for inclusion in the planning and delivery of training
- To empower unpaid family carers to offer powerful insights at training events and activities to help organisations recognise how they can support and deliver more carer friendly services
- To recruit and support carer trainers to be confident in the delivery of effective, authentic communication

3 ROLE PURPOSE

- a. To provide training to health and social care professionals and university students to influence and inform future good practice
- b. Through sharing lived care experiences, offer powerful insights to help organisations recognise how they can support and deliver more carer friendly services.
- c. To seek and promote improved relationships between carers and workers in health and social care

4 MAIN DUTIES AND RESPONSIBILITIES

- a. To present yourself in a professional manner at all times when interacting with our clients, being respectful of other people's opinions.
- b. To prepare effectively for each training activity by reading and delivering to the brief provided.
- c. To deliver training in a structured, controlled manner, promoting good practice or highlighting what you would like to see as good practice.
- d. To undertake training provided by the Carer Trainer Unit developing skills to carry out the role of Carer Trainer effectively.
- e. To provide honest and open feedback to the Carer Trainer Project Worker on all activities undertaken for the Unit.
- f. To attend regular Carer Trainer Network meetings and to assist in the development of the work undertaken by the Carer Trainer Unit.

5 EQUALITIES

Carers in Hertfordshire is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. It is a central responsibility of members, volunteers and employees of the charity to ensure that every individual that we come into contact with is treated with dignity and respect. A copy of the full Equal Opportunities Policy will be given to all carer volunteers.

6 HEALTH AND SAFETY

The carer representative is expected while in the role, to take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions.

APPENDIX: Further Details

Where will I be carrying out this role?	Carer trainer activities take place at the venue of commissioners of the Carer Trainer service. These venues are County wide. However, as a consequence of Covid, all Carer trainer activities are currently taking place on virtual platforms, Zoom or Teams. This is likely to continue for the foreseeable future.
Who will I be volunteering with?	The Carer Trainer Project worker and other carer trainers. You will have support from the office during opening hours.
Time commitment	<ul style="list-style-type: none"> Typically, carer trainer involvement is anywhere between 30 mins to 3 hours, but there are a few activities that may be a whole day. This is dependent on the type of event. You might be involved in activities 2 or 3 times a year, once a month, or several times in a short period then nothing for some while. The carer trainer project worker will email information on activities that suit your experience. You have the choice which activities you choose to accept. Involvement cannot be guaranteed. This is entirely dependent on the commissions we receive and suitability of care experience.
Reimbursement or volunteer?	<ul style="list-style-type: none"> Should you wish to be reimbursed for your time payment is made through the Carers in Hertfordshire payroll and not expenses. This means you will need to become an 'employee' of Carers in Hertfordshire on a zero-hour contract. When making your decision, it's important you ensure you consider the impact of this on any benefits you may be in receipt of or other taxable income. Whether you choose to take reimbursement or volunteer, travel expenses and other out of pocket expenses are reimbursed.
What I can expect from Carers in Hertfordshire	<ul style="list-style-type: none"> Rewarding experiences which will help you to benefit carers. Transferable skills that employers will like. An improved sense of wellbeing. A sense of achievement through promoting best practice and influencing positive improvements of services for carers and those they care for. Support from staff in Carers in Hertfordshire. Training to become an effective carer trainer. Training to further develop your skills via regular carer trainer network meetings, refresher training or bespoke training for specific events.

Things you need to know	<p>We are interested in applications from carers who are currently in a caring role. You do not need to be living with your cared for.</p> <p>This role does not require a Disclosure and Barring Service (DBS) check. Formerly known as the Criminal Records Bureau (CRB) check.</p>
What skills, experience and attributes do I need?	<ul style="list-style-type: none"> • Experience of dealings with health and social care professionals for yourself as the carer and/or your cared for. Ideally, albeit not essential, this should also include dealings with multi-disciplinary teams within health and social care. • The Carer Trainer Unit welcomes unpaid carers from many diverse care backgrounds. As an example: Dementia, physical or learning disability, mental ill health, frail, elderly and drug and substance misuse. • It is helpful to have some IT skills, email, Zoom and/or Teams. However this is not essential and training will be given. • Applicants must be able to follow a brief outline of what is required and not be fazed to talk to professional staff at all levels and also students at the University of Hertfordshire.
I'm interested, what's my next step?	<p>If you'd like to find out more about becoming a Carer Trainer contact us:</p> <p>Telephone: 01992 58 69 69</p> <p>Email: Judith.kitch@Carersinherts.org.uk</p> <p>Website: www.carersinherts.org.uk/help-us-help-carers/volunteer</p>