Family Link Worker Role

At the heart of the Carers Community Membership is a simple message: carers do not have to face their caring journey alone. It offers a welcoming community for informal carers of children and adults where learning disability and/or autism is a significant part of the caring role, including while assessment is pending. Through practical support, shared experiences and opportunities to connect, membership aims to help carers feel heard, valued and more confident.

- **Practical help and a listening ear:** Access to Family Link Workers for information, guidance and non-clinical emotional support, helping carers navigate education, health and social care, prepare for meetings and communicate with professionals. Support builds self-advocacy, with signposting or warm handovers where specialist help is needed.
- **Connections to local support:** Signposting to other charities and organisations across the borough of Croydon that can support carers, helping them find services suited to their needs and access specialist help where appropriate.
- **Connection and belonging:** Peer support, groups and community activities offer opportunities to meet other carers, share experiences and build supportive networks that help reduce isolation.
- **Learning and confidence:** Workshops, training and information sessions respond to carers' priorities, offering practical tools and a clearer understanding of services, caring and transitions.
- **Space for wellbeing:** Wellbeing activities, events and day trips create opportunities for carers to take time for themselves, enjoy shared experiences and connect beyond day-to-day caring responsibilities.
- **An ongoing community:** Membership continues after individual casework ends. Carers can still access events and workshops, maintain connections and return if further support is needed.

The Family Link Worker helps carers make the most of this community, encouraging participation around their interests, priorities and circumstances while keeping individual support proportionate and within agreed service boundaries.

Deliverables:

Working collaboratively with the Carers Support Service team, administrators, and partner organisations, in accordance with the Croydon Mencap Carers Support Operational Framework & Practice Guide.

To deliver:

- **Carer connections:** Facilitate peer support, groups and community activities through the Carers Community Membership to reduce isolation and build support networks.
- **Access and early support:** Help carers connect with the service and appropriate local support, using professional judgement and discussing uncertain referrals with colleagues or the manager.
- **Individual support:** Deliver allocated, proportionate 1:1 casework with agreed outcomes and boundaries, aiming to make initial contact within two weeks of allocation.
- **Workshops and information:** Contribute to workshops, training and information sessions informed by carers' priorities, strengthening confidence, wellbeing, understanding of services and self-advocacy.

Key Responsibilities	1. Review referrals for 1:1 support with colleagues at the weekly referral meeting and agree allocation. 2. Meet with carers to gather information and agree the support required. Work through a Support Agreement with them, setting out their goals and responsibilities. 3. Provide impartial information, practical guidance and non-clinical emotional support to help carers navigate services. Help carers understand processes and reports, organise information and prepare for meetings and complaints. Support access to community support and appropriate onward referrals. 4. Where specialist SEND, legal, benefits, housing or clinical support is required, explain the appropriate service, support a referral or warm handover and continue complementary carer support. Do not undertake legal or tribunal representation, statutory assessments or investigations, counselling, therapy or direct management of housing issues. 5. Collaborate through referral discussions, peer support and supervision, using professional judgement within agreed service boundaries. Seek advice from colleagues or the manager on unclear eligibility, complexity or levels of involvement. 6. Coordinate support with education, NHS, social care and voluntary-sector partners, working positively to communicate carers' needs. Complement specialist and statutory services without duplication, using early intervention to prevent difficulties escalating. 7. Promote the Carers Community Membership to informal carers in Croydon, including those not currently accessing support. Help carers connect

	with local activities, other carers and wider Croydon Mencap services. 8. Build carers' confidence to advocate for themselves: explore options, prepare for meetings and strengthen communication with professionals. Support meeting attendance where appropriate and another organisation cannot assist. Maintain clear service boundaries: where specialist SEND, legal, benefits, housing or clinical support is required, explain the appropriate service, support a referral or warm handover and continue complementary carer support. Do not undertake legal or tribunal representation, statutory assessments or investigations, counselling, therapy or direct management of housing issues. 9. Organise and facilitate peer support groups, workshops and community activities with the team, responding to carers' priorities. Explain that membership and access to events and workshops continue after 1:1 case closure, and carers can return for further support. 10. Maintain accurate, objective, respectful and timely GoodCRM records of contacts, actions, decisions, signposting and outcomes for service monitoring. Following the initial meeting, complete and upload the Classification Record, Support Agreement and Initial Wellbeing Questionnaire. In the Support Agreement, document the carers' agreed priorities, desired outcomes, respective actions, boundaries and review dates, and keep the agreement updated. 11. Monitor wellbeing at initial contact, three months, six months and closure; set review reminders. Formally review open cases at least every six months, or sooner after significant changes. Record progress, remaining work and reasons for continued involvement or another service leading. At closure, complete the Final Wellbeing Questionnaire, Closure Summary,

	outcome recording, any signposting and GoodCRM closure; record outstanding issues and ongoing agencies. 12. To contribute material for Croydon Mencap social media platforms and social media accounts. 13. Follow safeguarding policies and procedures and discuss with the designated safeguarding lead without delay. 14. Undertake training and attend events as agreed with the team to up-skill or reinforce your knowledge around key information and what is available for carers. 15. Work in accordance with Croydon Mencap policies and procedures, the Operational Framework & Practice Guide and relevant standard operating procedures, maintaining clear boundaries, confidentiality and consistent, person-centred and strengths-based practice.

Person specification

Criteria	Essential	Desirable
Qualifications		
A good standard of general education including GCSE's (or equivalent) in English & Maths	✓	
Professional qualification in a relevant subject. i.e. Health and Social Care; Advocacy; Advice and Guidance or Counselling.		✓

Skills/competencies		
Effective oral & written communication skills	✓	
Effective interpersonal skills: working with people at all levels from varied backgrounds.	✓	
Excellent organisational skills, with the ability to prioritise casework, agree outcomes and actions with carers, maintain accurate records and meet review timescales.	✓	
Professional and collaborative approach to statutory agencies and partners, with sound judgement, clear boundaries and effective signposting and warm handover skills.	✓	
Approachable, non-judgemental and flexible, with a person-centred, strengths-based approach that builds carers' confidence and independence.	✓	

Knowledge		
Relevant computer skills, including Microsoft Office, CoPilot, and the ability to maintain accurate digital case records and review reminders using GoodCRM.	✓	
Understanding of learning disability and autism, and the impact of caring for children or adults on informal carers' wellbeing, support needs and access to services, including while assessment is pending.		✓
Current knowledge of carers' needs and rights, the Care Act and relevant decision-making legislation; understanding of education, health, social care and transition pathways, and when to seek specialist advice.		✓
Understanding of advocacy and self-advocacy principles, outcome-focused support and the distinction between carer support and specialist, legal, clinical or statutory roles.		✓
Working knowledge of adult and child safeguarding policies and procedures, including recognising concerns, prompt escalation and accurate recording.		✓
Ability and willingness to learn and keep up to date with relevant legislation, legal frameworks and the rights of carers and people with learning disabilities and/or autism, and apply this knowledge within the role's agreed boundaries.	✓	
Ability to create and deliver workshops relevant to parent carers/carers		✓

Previous Experience Previous experience of working with families of individuals with learning disabilities in a support role or Personal experience of being a parent of an adult / Child with disabilities. Experience of working collaboratively within a team, maintaining professional boundaries, managing time and prioritising tasks, and communicating effectively with colleagues and others in a working environment.	 ✓	 ✓ ✓
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