



Young Adult Carers Support Worker Job Pack

Thank you for your interest in working as part of the Carers Together Wiltshire Partnership. This job pack should give you everything you need to know to apply for this role.

In this pack you'll find:

- Information about the team and role
- The role profile and person specification
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Ben Jarvis, Head of Youth Action Wiltshire by emailing ben@youthactionwiltshire.org and we will arrange a suitable time to have a chat.

Carers Together Wiltshire Partnership:

Carers Together Wiltshire is a partnership between Age UK Wiltshire, Community First, Beyond Dementia (formerly Alzheimer's Support), Wiltshire Service Users' Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'. This partnership allows us to provide tailored support to the thousands of people across Wiltshire identified as an unpaid carer.

At Carers Together Wiltshire, we want to ensure that unpaid Carers can achieve a healthy balance between their caring responsibilities and their own interests and wellbeing. We recognise that caring for another person can be challenging. We also want to foster a 'carer-friendly' Wiltshire, amplifying unpaid Carers voices in our area.

We are consistently impressed by the dedication shown by the unpaid Carers who access our services as they balance work and personal responsibilities while fulfilling their caring roles.

We are here to support all unpaid Carers in Wiltshire by offer a listening ear, practical help and emotional support. We prioritise a 'no wrong doors' approach to service provision, ensuring that no unpaid carer is left unsupported. Our work involves raising community awareness about the challenges faced by unpaid Carers.

Our partnership enables us to support people providing unpaid care through a range of support services, such as activities, advice, counselling, coaching, training and support (including peer-support) for Carers. We work closely with Wiltshire Council to offer Carer Assessments, to enable unpaid Carers to take regular time away from their caring responsibilities.

The Role:

The role sits within Community First as part of our work with Carers Together Wiltshire. The post holder will provide a range of holistic support for Wiltshire Young Adult Carers aged 16-25 years, which enables them to tackle the challenges that they face due to their caring roles, resulting in safe and effective coping strategies, increased confidence and skills, and reduced isolation. The role helps bridge the support between Young Carer support services and Adult Carer services.

Applications:

To apply for the role, please complete the application form that can be found on our website (www.communityfirst.org.uk/vacancies/) and return to Nicky Theobald by email: ntheobald@communityfirst.org.uk or by post: Community First, Unit C2 Beacon Business Centre, Hopton Park, Devizes, SN10 2EY

Applications for this role close at noon on Monday 14th September 2026 and interviews will take place on Monday 21st September and Tuesday 22nd September 2026.

Role profile:

Job Title:	Young Adult Carers Support Worker
Salary:	£27,000 pay scale 480
Benefits:	25 days leave entitlement, plus bank holidays, pro rata. Company pension with a 7% employer contribution
Contract:	Permanent
Hours:	Full time (36.5 hours per week, working flexible hours including school holidays and occasional evening and weekend work).
Main Location:	Office base in Devizes, county wide programme delivery, including 1:1 outreach and group work sessions.
Reporting to:	Community First Carers Together Wiltshire Team Leader (line manager) and Head of Youth Action Wiltshire (functional link).
Role purpose:	Provide a range of holistic support for Wiltshire Young Adult Carers aged 16-25 years, which enables them to tackle the challenges that they face due to their caring roles, resulting in safe and effective coping strategies, increased confidence and skills, and reduced isolation. Help bridge the support between Young Carer support services and Adult Carer services.
Main responsibilities	1. Work with Young Adult Carers referred to the service to co-create and regularly review individual support plans. 2. Deliver a range of 1:1 support including coaching and mentoring programmes and 'time to talk' sessions which engage and support Young Adult Carers to overcome the challenges they face. 3. Carry out statutory adult carers assessments under the Care Act 2014 for young adult carers when they reach 18 years old if requested. 4. Organise and deliver a range of respite activities including webinars, clubs, day, multi-day & residential experiences held during each school/college holiday period. which engage, motivate and provide varied personal development opportunities for Young Adult Carers. Hold responsibility for the budget for these programmes and provide timely update reports as requested

	5. Co-produce with Young Adult Carers personalised transition plans aligning caring and personal/professional goals. 6. Work closely with Youth Action Wiltshire's young carers team and the Carers Together Wiltshire Partnership member organisations to provide high quality support for Young Adult Carers. 7. Provide an integrated approach for Young Adult Carers requesting choices/bridges between young carer & adult carer support services. 8. Manage groups of Young Adult Carers and be responsible for their care while participating in the service offer including residential provision. 9. Maintain a comprehensive knowledge of external provision in order to provide information, advice and guidance, transition support, signposting and access to other services and agencies when appropriate for Young Adult Carers and families. 10. Foster a beneficiary centred approach at all times, ensuring there is no discrimination or bullying. 11. Meet all administrative responsibilities within the post holder's area of work, including ensuring case work and management information system data is recorded accurately and in a timely fashion. 12. Ensure that all activities are risk assessed and approved, using the appropriate forms and process and ensure the safety of all whilst participating in activities. 13. Organise and provide as needed, transport, equipment, clothing and healthy meals for Young Adult Carers participating in service activities. 14. Manage a case load of Young Adult Carers and advocate on behalf of their needs. 15. Involve Young Adult Carers, families, referral and delivery partners in formative evaluation and support the preparation of funding applications to trusts, statutory organisations and national funding streams. 16. Support the delivery of accredited non formal learning for Young Adult Carers, including, where appropriate, tutoring sessions. 17. Work closely with young carers leads in schools and colleges and wider partners to raise awareness of Young Adult Carers needs & increase in education/work support. 18. Support the development of our young people's voice groups and the ongoing development of Peer Mentors, Young Leaders and Ambassadors. 19. Provide statistical information and input into reports and impact evaluations for Youth Action Wiltshire and Carers Together Wiltshire partnership
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	20. Adhere to all organisational policies including Home Visits, Lone Working, Health and safety, Safeguarding, Dignity at Work, Confidentiality and Data Protection. 21. Maintain current provider relationships and develop strong partnerships to generate new referrals, funding and new activity.
General Duties	Budget holders assume financial responsibility for their own operational budget. Non-budget holders ensure expenditure is necessary and within budget constraints. Participate in the team working approach of Community First. Take responsibility for their own development, inform the line manager of any development needs and take part in agreed development activities. Work within the agreed policies and procedures of Community First. Carry out such other general duties as shall be determined by the Chief Executive. Support other members of staff as required by the workload and by absences due to leave, sickness etc. Ensure that office and buildings security is maintained, data protection is adhered to, and confidences not breached. Promote an alert approach to Health and Safety at Work matters and maintain compliance with the terms of the fire certification wherever support or activities are being delivered.

Community First is committed to Safe Recruitment and Equal Opportunities, and the post holder is expected to be familiar with the Equal Opportunities Policy and the Dignity at Work Policy and to complete their duties in a manner consistent with this policy.

This job description does not form part of the contract of employment but indicates how the contract should be performed. The job description will be subject to review and amendment in the light of experience and in consultation with the post as part of the annual appraisal process.

The responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re- evaluation.

This role is subject to an Enhanced DBS along with relevant background checks, references, probationary period, and completion of mandatory training requirements.

Person Specification

CRITERIA		ESSENTIAL	DESIRABLE
Skills, Knowledge & Experience.	A strong track record of organising and delivering 1:1 support	✓	
	Experience of providing person-centred assessments and support plans	✓	
	A strong track record of organising and delivering group work activities	✓	
	Able to work effectively with young people and young adults facing challenges in their lives	✓	
	Experience and understanding of risk assessment and safe working practices	✓	
	Strong understanding of issues relating to vulnerable young people and young adults and commitment to supporting them to reach their full potential	✓	
	Experience of data collection, analysis and report writing	✓	
	Experience of using management information systems and maintaining case notes accurately and promptly.	✓	
	Ability to meet deadlines and manage own workload	✓	
	Ability to work flexible hours including school holidays and occasional evening and weekend work	✓	
	Able to supervise, motivate and inspire groups and individuals	✓	
	Experience of an office environment	✓	
	Full, valid driving licence and the ability to travel around the county for meetings and to transport Young Adult Carers to activities. A willingness to drive charity vehicles including people carriers and minibuses	✓	
	A level 3 qualification in youth work or related subject		✓
	Tutor training related qualifications.		✓
	Experience of leading or supporting the delivery of accredited personal development programmes		✓
	Experience of working with Young Adult Carers		✓
	Understanding of local and national youth policy, Young Carers and Young Adult Carers rights		✓

	MIDAS trained and experienced in driving a minibus.		✓
Personal attributes. Initiative, building relationships, team working, equipment, data etc	Knowledge and experience of successfully dealing with Safeguarding, POVA and Health & Safety issues.	✓	
	Good written and verbal communication skills	✓	
	Strong interpersonal skills, able to relate to young people, young adults, decision makers and funders.	✓	
	Ability to use own initiative and demonstrate perseverance.	✓	
	Experience of managing groups and individuals and resilience to deal with emotional and behavioural difficulties presented by families and direct service beneficiaries.	✓	
	Well organised, confident and motivated	✓	
	Good negotiating skills	✓	
	Adaptable, flexible and creative	✓	
	Ability to work independently and as part of a team.	✓	
Resource Management (Assets, Financials etc)	Commitment to maximising available resources to support beneficiaries to overcome challenges and progress.	✓	

Equality, Diversity, and Inclusion:

We are committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality.

We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.