

Young Carers Targeted Support Worker – Role Description

Our Vision, Mission and Values

KCN's vision is a future where carers are recognised, valued and enabled to live and care well.

Our mission is to provide tailored information, advice and support to unpaid carers, and advocate for better local services that meet their needs.

Values

Everything we do is driven by the following values:

Compassion: We bring an empathetic and caring approach to our work and ensure that carers are treated with compassion and care by others.

Authenticity: We stand with carers and use our independence and lived experience to challenge injustice and champion carers' rights.

Representation: We are proactive in putting unpaid carers at the heart of our decision-making so that carers' diverse perspectives are seen, heard and shape our services.

Expertise: We recognise carers as experts in their loved ones' needs, bringing innovation to our services through co-production and listening and learning from feedback

Relationships: We build and strengthen peer support and community among carers

Role: Young Carers Targeted Support Worker

Closing date: Monday 15th June 2026

Interviews: W/C 22nd June

Location: Kingston upon Thames with some hybrid working

Hours of Work: 18 hours per week

Part-Time (flexible working, may involve some evening/weekend duties)

Salary: £18,345 (pro rata)

Contract: Permanent



Responsible to: Young Carers Project Manager

Holiday entitlement: 25 days per annum plus statutory holidays
(15 days pro rata)

Pension: 4% matched pension contribution

About Kingston Carers' Network (KCN)

Kingston Carers' Network (KCN) is an independent charity providing information, advice, advocacy and support to unpaid carers of all ages who are caring for someone with an illness, disability or substance misuse problem. Registered Charity No: 1151456

We are the only organisation in the borough with a team dedicated to supporting the needs of young carers, and as such have a wealth of experience and expertise in issues which affect their lives.

About the Young Carers Project (YCP)

The Young Carers Project is a part of Kingston Carers Network.

Young carers are individuals under the age of 18, who regularly provide unpaid care for a relative they live with, who is unable to cope without their support due to a long-term illness, disability, neurodevelopmental condition, mental health condition, or substance misuse. They may offer physical and/or emotional support, and as a result, can miss out on a range of opportunities.

At the Young Carers Project, we aim to:

- Reduce Isolation through peer support
- Provide respite from caring responsibilities by providing an outlet away from the home environment
- Build friendships through shared experiences
- Build resilience and confidence
- Promote wellbeing and reduce stress

Purpose of the Role

This post aims to:

- Deliver targeted support to young carers and their families to reduce the risk of excessive caring
- Support the referral process by triaging young carers to identify those with the greatest level of need and priority for support
- Coordinate holistic packages of support by working with KCN colleagues, children's services, and partner agencies
- Improve outcomes for young carers and families through early intervention and tailored support planning
- Increase resilience, wellbeing and life opportunities for young carers
- Ensure young carers and families have a voice in shaping support services

What You'll be Doing

- Oversee a caseload of high-needs families where a child may be at risk of excessive caring responsibilities.
- Support referrals, home visits and assessments, including supporting Young Carers in the completion of MACA and PANOC tools (Multidimensional Assessment of Caring Activities and Positive and Negative Outcomes of Caring).
- Provide one-to-one and group support to promote young carers' resilience, wellbeing and peer engagement.
- Attend multi-agency meetings and refer or signpost families to appropriate services where necessary.
- Promote safeguarding, welfare, confidentiality and data protection in line with organisational procedures.
- Maintain accurate case records, outcome monitoring and administrative systems including thorough use of our CRM database.
- Undertake relevant mandatory and recommended training whilst contributing to the ongoing development of the role and service.

The duties of this post will change and develop over time. The post holder will be expected to monitor such developments and propose appropriate changes.

Who We're Looking For

Essential:

Personal Qualities

- Commitment and alignment to KCN's vision, mission and values
- Ability to work on own initiative, manage time effectively and prioritise workload
- Ability to work constructively and collaboratively with colleagues, partners and families
- Commitment to equity, diversity and inclusion
- Ability to build trusting relationships with children, young people and families
- Resilient, empathetic and solution-focused approach

Experience

- Experience of working with children and young people aged 5–18 years
- Experience of working directly with families experiencing complex or challenging circumstances
- Experience of delivering one-to-one support and/or group work interventions
- Experience of monitoring and evaluating outcomes

Skills and Abilities

- Ability to work independently and manage a varied workload.
- Strong communication skills, both written and verbal
- Ability to handle complex and challenging situations both independently and as part of a team
- Strong IT skills including Microsoft Office and database/CRM systems
- Commitment to equity, diversity and inclusion.

Knowledge

- Understanding of the needs and challenges faced by young carers and their families
- Understanding of safeguarding and child protection, confidentiality and data protection.

Desirable:

- Qualification relevant to social work, family support, youth work, community work, mental health, or advice work



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- Experience of working specifically with young carers and/or carers' services
- Experience of engaging hard-to-reach children
- Experience of multi-agency working
- Experience of report and bid writing
- Knowledge of local adult and children's services in Kingston upon Thames
- Ability and willingness to work flexibly
- Use of car and driving licence

What We Can Offer You

Community

- Staff away days
- In person social activities

Family

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of staff who have additional commitments.
- Many of our staff and trustees have experience of caring and we are a carer-friendly organisation providing up to five days paid carers leave.

Holidays

- 25 days annual leave per annum plus statutory holidays – pro-rata.
- Bonus Christmas Leave

Flexible working

- We operate flexible working practices which include working from home, varying start and end times of the working day and compressed hours.
- Staff are expected to record their working hours on a timesheet and will accrue time off in lieu for any hours worked over their contracted hours.

Pay and pension

- You'll be eligible and auto-enrolled into a pension scheme with Scottish Widows.
- We offer a 4% matched pension contribution after successful completion of three month probationary period.

Learning and development

- A key part of our strategy is to continue to develop and enhance the knowledge and learning experience of our staff.
- Staff have regular supervision which can include a personal support plan. The wellbeing of staff is paramount.

Key Policies

Confidentiality

Employees are bound by the KCN Confidentiality and Data Protection Policy and are required to observe all the relevant provisions regarding the recording and / or disclosure of information on anyone they may be supporting.

Vulnerable Adults and Child Protection Policies

Employees are bound by the Adult and Child Safeguarding Policy, including attending relevant training.

Data Protection

Employees are required to observe the provisions of the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and any subsequent revisions.

Equality and Diversity

KCN is committed to providing services without discrimination to those who are entitled to them, regardless of race, colour, gender, sexual orientation or age, and its workers are expected to strive to conform to this goal.

Health And Safety

Employees are expected to contribute to Health and Safety in the workplace by taking all requisite actions to minimise risks.

How to Apply



Download an application form from www.kingstoncarers.org.uk. Return completed application forms to admin@kingstoncarers.org.uk.

All applications received will be acknowledged but we are unable to notify applicants that are not invited to interview.

Please note that this post is subject to an Enhanced DBS check.