

## Carer Services Advisor job pack

<b>Title</b>	Carer Services Advisor
<b>Hours</b>	37 hours per week
<b>Salary</b>	£25,621
<b>Accountable to</b>	Specialist Advice Service Manager
<b>Responsible for</b>	No line management responsibilities at present
<b>Based</b>	Hybrid

### About Caring Together Charity

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

Three in five of us will become a carer at some point in our lives. Caring Together is an ambitious regional charity that provides emotional and practical support, information and advice to carers of all ages and their families, as well as opportunities to take a break from their caring role.

### About the role

As part of our Carer Services team, your key focus will be supporting the rest of the team and provide services directly to carers. You will be responsible for providing carers with information and advice, signposting and referring to additional services, supporting them to access breaks from their caring role and empowering them to achieve their goals. You will undertake conversations with carers. You will also carry out statutory carer's assessments on behalf of Norfolk County Council. You will deliver this service via a variety of platforms including phone, Microsoft Teams, email, and online.

Operating to cover our working hours of 09:00-17:00 Monday to Thursday and 09:00-16:30 Friday, your role will enable you to make a positive impact on the lives of carers and help the team to significantly increase its capacity to support more carers.

## **Key accountabilities of the role**

1. Be point of contact for enquiries via our Carer Advice Line, ensuring enquiries are responded to in a timely and efficient way to ensure a smooth transition to any information/support.
2. When appropriate, following initial call and triage, undertake carer assessments, complete an action plan and agree any necessary follow up calls with the carer.
3. Provide relevant, accurate and up to date information, advice, guidance, signposting and doing onward referrals as needed, which will meet the needs of carers.
4. Support the provision of breaks for carers, including working with the Homecare team to link carers into carer break opportunities and working closely with the Fundraising and Engagement team to liaise with organisations willing to provide breaks.
5. Support the running of the Carer Services team with a range of administrative tasks.
6. To work responsively and flexibly to offer high quality support to families via a variety of platforms including phone, Microsoft Teams, email, and online.

## **Other responsibilities**

1. Deal with verbal and written communication and ensure this information is disseminated to the correct team /staff to ensure the customer receives the highest standard of care.
2. Provide excellent communication and listening skills to ensure that a person-centred approach is delivered, and you identify and assess carers needs.
3. Ensure all information is recorded accurately and in a timely manner on the correct systems and platforms.
4. Record and manage all information in line with GDPR and other standards.
5. Build positive links with other professional bodies.
6. Maintain up to date awareness/knowledge of provisions of services/support available and offer the best service to carers and to share with the team to continue to build internal resources/information files.
7. Demonstrate and promote ethical behaviour that aligns with customer expectations.
8. Work in an adaptable manner and to be willing to undertake other duties as reasonably requested, and that are commensurate with the role.
9. Ensure any customer complaints are dealt with in accordance with the organisation's procedures.
10. Be an ambassador for cultural change, including embedding behaviours.
11. Work at all times within the philosophy and policies of Caring Together Charity.

Caring Together Charity is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

## Carer Services Advisor

### Person specification

Requirements	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>No specific qualification – demonstrable experience and knowledge are most important.</li> </ul>	
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>Experience working proactively in a team.</li> <li>Experience working independently using own initiative.</li> <li>Excellent customer service skills.</li> <li>Experience in and makes best use of technology.</li> <li>Always strives to work in accordance with the organisational values.</li> <li>Demonstrates strong communication and interpersonal skills – can disseminate information widely.</li> <li>Demonstrates high level of attention to detail.</li> <li>Highly organised, methodical and tenacious.</li> <li>Experience of engaging with a diverse range of users and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness and understanding of issues facing carers.</li> <li>Awareness of the Care Act 2014 and carer's assessment.</li> <li>Previous advice line experience.</li> <li>Experience of writing notes directly into systems.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>Ability to multitask.</li> <li>Ability to work productively with a range of staff.</li> <li>Ability to engage with and build effective relationships.</li> <li>Strong communication both written and verbal.</li> <li>A positive person with excellent attention to detail, who demonstrates a constructive, solution focused approach.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to use positive language.</li> <li>• Ability to use Microsoft Office software.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Seeks continuous improvement.</li> <li>• Has empathy and ability to relate to people from varied backgrounds and at all levels.</li> <li>• Ability to work as part of a team or as an individual.</li> <li>• Able to work under pressure and cope with change and conflicting priorities.</li> <li>• Organised.</li> <li>• Engaging personality.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to promoting the voices of carers.</li> </ul>

## **Application and recruitment process**

<b>Closing date</b>	The closing date for this post is 17:00 on 9 April 2025.
<b>Interview</b>	It is anticipated that interviews for this post will take place on 23 April 2025.
<b>Start date</b>	The post is available immediately, on a full-time, permanent basis.
<b>Referees</b>	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
<b>Proof of qualifications</b>	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
<b>Terms and conditions</b>	Full details of the terms and conditions of employment will be made available to the successful candidate.
<b>Annual leave</b>	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
<b>Pension</b>	Caring Together Charity comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
<b>Entitlement to work</b>	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
<b>Working hours</b>	Normal working hours are between 09:00 and 17:00 Monday to Thursday and 09:00-16:30 on Friday, however, Caring Together Charity is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. [The successful candidate may be required to work flexibly at evenings and weekends at times.]
<b>Benefits</b>	Full details of the benefits of employment will be made available to the successful candidate.