

Carer services advisor

Title	Carer services advisor
Hours	30 hours per week, working on an agreed shift pattern.
Salary	£24,874.50 FTE
Accountable to	Specialist advice service manager
Responsible for	No line management responsibilities at present
Based	Hybrid worker with days to be worked in the office and at home as agreed with line manager, with some travel to our other office locations and across our region as required.

About Caring Together

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

Our vision is of a world where carers have choices.

About the role

As part of our carer support team, your key focus will be supporting the rest of the team and providing services directly to carers and in partnership with multiple organisations and community groups. You will be responsible for providing carers with information, advice and arranging breaks from their caring role, signposting additional services, and being someone to talk to and undertaking low-level carer assessments. You will deliver this service via various platforms including by phone, Zoom, email, and online.

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 low-level carers 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 and signposting, doing onward referrals as needed, which will meet the needs of carers.
4. Support the provision of breaks for carers, including working with carer advisors 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 various platforms including by phone, Zoom, 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 timely on the correct systems and platforms.
4. Build positive links with other professional bodies.
5. 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.
6. Demonstrate and promote ethical behaviour appropriate to that which would be expected by our customers.
7. Work in an adaptable manner and to be willing to undertake other duties as reasonably requested and that are commensurate with the role.
8. Ensure any customer complaints are dealt with in accordance with the organisation's procedures.
9. Be an ambassador for cultural change, including embedding behaviours.
10. Work at all times within the philosophy and policies of Caring Together.
11. Undertake any other duties that may be considered commensurate with the level of the post.

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

Our culture is one where people are relaxed, enjoy themselves, have opportunities to exceed and excel, are challenged and encouraged to identify new ways of working. We are inclusive. We celebrate multiple approaches and points of view and do not ask people to conform to a strict or specific way.

We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs and respect that we are all different, individual, and unique. We are polite, respectful, well mannered, and professional. This is the conduct we ask and expect of everyone.

Carer services advisor - Person specification

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> No specific qualification – demonstrable experience and knowledge are most important. 	
Experience and knowledge	<ul style="list-style-type: none"> Experience working proactively in a team. Experience working independently using own initiative. Excellent customer service skills. Experience in and makes best use of technology. Always strives to work in accordance with the organisational values. Demonstrates strong communication and interpersonal skills – can disseminate info widely. Demonstrates high level of attention to detail. Highly organised, methodical, tenacious. Experience of engaging with a diverse range of users and stakeholders. 	<ul style="list-style-type: none"> Experience of supporting and managing volunteers. Awareness and understanding of issues facing carers. Awareness of the Care Act 2014 and Carers Assessment. Previous advice line experience. Experience of inputting notes directly into systems.
Skills and abilities	<ul style="list-style-type: none"> Ability to multitask. Ability to work productively with a range of staff. Ability to engage with and build effective relationships. Strong communication both written and verbal. A positive person with excellent attention to detail, who demonstrates a constructive, solution focussed approach. Ability to use positive language. Ability to use Microsoft Office software. 	
Personal attributes	<ul style="list-style-type: none"> Seeks continuous improvement. Has empathy and ability to relate to people from varied backgrounds and at all levels. Ability to work as part of a team or as an individual. Able to work under pressure and cope with change and conflicting priorities. Organised. Engaging personality. 	<ul style="list-style-type: none"> Commitment to promoting the voices of carers.

Application and recruitment process

Closing date	The closing date for this post is 2 June 2023.
Interview	It is anticipated that interviews for this post will take place on 8 June 2023.
Referees	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.
Proof of qualifications	Not applicable for this role unless relied upon by the candidate within the recruitment process.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days annual leave plus statutory holidays (eight days) (pro rata) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	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.
Working hours	Normal working hours are between 9:00 and 17:00, however Caring Together 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.
Benefits	Full details of the benefits of employment will made available to the successful candidate.