

Carer Services Advisor job pack

Title	Carer Services Advisor
Hours	37 hours per week
Salary	£25621.00
Accountable to	Specialist Advice Service Manager/Advice Line Team Leaders
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, information and advice 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 in which all carers have choices.

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 and in partnership with multiple organisations and community groups. You will be responsible for providing carers with information and advice, signposting additional services, making onward referrals, discuss their options with how to access breaks from their caring role and undertaking triage-based conversations Carer Assessments and reviews. You will deliver this service via a varied platform including by phone (teams telephony), email, live chat 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 undertake triage-based conversations Carer Assessments and reviews. Complete action plans and agree any necessary follow up calls with the carer.
3. Provide relevant, accurate and up to date information, advice, guidance, signposting and making onward referrals as needed, which will meet the needs of carers.
4. Support the provision of breaks for carers, accessing the health and wellbeing fund and exploring grant opportunities.
5. Support the customer service team by taking inbound calls. Accurately recording information to prevent delay in service deliveries.
6. To work responsively and flexibly to offer high quality support to carers via a varied platform including by phone (teams telephony), email, live chat and online.

Other responsibilities

1. Deal with verbal and written communication and ensure the carer receives the highest standard of support.
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 on the correct systems and platforms following internal process. Ensure all information is recorded on the systems within the agreed timescales.
4. Build positive links with other professional bodies.
5. Maintain up to date knowledge of provisions of support available and offer the best service to carers and to share with the team to continue to build internal resources and information files.
6. Demonstrate and promote ethical behaviour appropriate to that which would be expected by our customers.
7. Ensure any customer complaints are dealt with in accordance with the organisation's procedures.
8. Be an ambassador for cultural change, including embedding behaviours.
9. Always work within the philosophy and policies of Caring Together.
10. Work in an adaptable manner and be willing to 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.

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
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"> 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. 	

	<ul style="list-style-type: none"> • Ability to use Microsoft Office software confidently. • Ability to use a CRM database. 	
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. • Be 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 5pm on 3 May 2024.
Interview	It is anticipated that interviews for this post will take place the week commencing 6 May 2024.
Start date	The post is available immediately, on a full-time permanent basis.
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	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.
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 (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.
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 9.00am and 5.00pm, 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 be made available to the successful candidate.