

**Job Description**

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| **Job Title** | Carer Information and Advice Worker |
| **Location** | Carers Northumberland Main Site (currently Ashington) – Blended working between home and office currently in place. |
| **Reports to** | Service Delivery Manager |
| **Job Purpose:**  To provide the delivery of information, advice, guidance and support to carers in Northumberland, understanding their needs and supporting them to access services, activities and groups to improve their wellbeing.  **Staff Responsibilities:**   * Providing support to volunteer support group facilitators, information point volunteers and volunteers who are directly supporting the service at events, activities or in the office. This includes ensuring they have up to date information about services and a mechanism for referring carers for further information or support. * On occasion may be required to support, and or, stand in for sessional staff and volunteers.   **Resource Responsibilities:**   * Responsible for managing all Carers Northumberland resources efficiently and cost effectively and within agreed budgets.   **Dimensions and limits of Authority**:   * The role requires a flexible approach to work, including occasional evenings and weekends where required, to respond most effectively to carers needs. * This role requires using own initiative, time management and organisational skills. * Making decisions within agreed policies and protocols to benefit service users. * The postholder will be required travel throughout Northumberland. * Enhanced DBS check required for post. | |
| **Hours of Work** | Full Time – 37 hrs (Monday – Friday) |
| **Salary** | £23,735 (pay award pending) |
| **Main Duties and Responsibilities of the post:**   * To provide a high-quality information, advice and guidance service to carers in Northumberland and responding to referrals and requests for information from professionals. * Respond to complex queries and manage the case through to a suitable, best outcome for the carer by telephone and, where appropriate, one-to-one appointments, and referring to the appropriate internal and external services where required. * Monitor and respond to emails coming into the Information Service mailbox. * Provide support to facilitate peer support groups, events and activities. * Arrange and attend events, drop-ins and outreach sessions to promote Carers Northumberland and its services throughout Northumberland and remotely where practical. * Manage the content and production of the carer’s newsletter and other promotional opportunities such as social media and the website and internal and external communication mechanisms. * Produce reports and monitor outcomes against funding targets for core service delivery and relevant project delivery. * Ensure effective use of the Customer Relationship Management system (CRM). | |

##### Key Tasks:

1. To provide high-quality tailored information, advice and guidance to carers via the telephone Information Line, email, one-to-one appointments, and at community events. To assess the needs of individual carers and encourage carers to access services to maintain their wellbeing either within the organisation or by signposting/referring to external services where appropriate.
2. Attend relevant health and social care meetings as appropriate to ensure the carer’s needs are being considered.
3. Maintain a personal caseload as agreed by the Service Delivery Manager to provide time-limited practical support and, or advocacy to carers with more complex issues.
4. To work within a strengths-based, solution orientated and outcome focused approach which promotes carers own skills and experience within the values of Carers Northumberland.
5. Reporting on outcomes for the service, producing high-quality written reports for senior management, trustees and funders.
6. Seek active engagement and feedback from carers to inform the design, delivery and evaluation of Carers Northumberland’s services.
7. Effectively manage working relationships and referral mechanisms with multi-agency service providers and other relevant stakeholders.
8. To work alongside the Service Delivery Manager to ensure the appropriate level of cover for the Information Line.
9. To support the delivery of peer support groups, focus groups, training workshops, events and activities which support carers either in the carers centre, remotely, or within a community setting.
10. To provide support to volunteers who facilitate peer support groups and provide cover for the groups when volunteers are not available.
11. To keep clear and up to date data collection records (paper and electronic) as an integral part of ongoing delivery and ensuring all relevant data is recorded on the CRM system including new registrations and information to be added to ongoing caseloads.
12. Organisation and attendance of events, activities, workshops and information sessions for the benefit of carers and to promote the services of Carers Northumberland.
13. Manage the preparation, production and circulation of Carers Northumberland promotional material, including the newsletter.
14. Manage the content and maintenance of the website to ensure that all information is accurate, current and relevant.
15. Support the Service Delivery Manager to publish accurate, current and relevant information via social media channels.
16. To work closely with other team members and collaboratively with other professionals to ensure cohesive support is offered to carers.
17. To understand and take appropriate steps to manage risks, behaviours and concerns in order to protect vulnerable adults and young people and raise safeguarding concerns where appropriate.
18. To undertake any related administrative duties including sharing responsibility for answering the door, taking messages and preparation for events and activities.
19. To utilise and maintain professional knowledge and undertake training and personal development to ensure a comprehensive knowledge base including keeping up to date with local and national policies and initiatives which affect carers and support services in Northumberland and the person that they care for.

**General**

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| To actively participate in regular supervisions and an annual appraisal in order to fulfil targets and workplans as directed by the Service Delivery Manager. | To work flexibly as a member of Carers Northumberland, attending meetings, liaising and interacting with team members. Making positive contributions to the organisation. |
| To work in accordance with Carers Northumberland policies, procedures and values and ensure the organisation meets the agreed quality standard of service delivery. | To respect confidentiality in all aspects of the work of Carers Northumberland and comply with GDPR. |
| To work at all times in an ethos of equality of both opportunity and outcome and to challenge discriminatory practice. | To identify own training needs to the Service Delivery Manager. To attend relevant training as directed by the Service Delivery Manager and provide formal feedback to staff and volunteers where appropriate. |
| Work with team members and other colleagues to develop good practice work and skills materials to support carers. | To report any concerns or disclosures to the Service Delivery Manager or Chief Executive to ensure that carers and those they care for are safeguarded. |
| To promote and ensure a sound and safe working environment. | To undertake any reasonable duties/ responsibilities required to meet the needs of the service as directed by the Service Delivery Manager or the Chief Executive. |

**Person Specification**

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| Qualifications & Training | **Essential** | **Desirable** |
| Good general level of education to NVQ 3 standard or above/equivalent qualification or experience level. | X |  |
| NVQ Level 3 in Information Advice & Guidance or equivalent qualification or experience level. |  | X |
| **Knowledge & Experience** |  |  |
| At least 1 years’ experience of working with unpaid carers. |  | X |
| Knowledge and understanding of carers rights legislation. |  | X |
| Knowledge and understanding of the health and social care system in Northumberland. | X |  |
| Experience of providing confidential, independent information, advice and guidance to vulnerable people. | X |  |
| Experience of managing a varied and complex workload. | X |  |
| Experience of producing reports and working to agreed targets to achieve set outcomes. |  | X |
| Experience of organising and facilitating groups, activities and events. | X |  |
| Experience of working with volunteers. | X |  |
| An understanding of an asset-based approach to working with individuals and communities. |  | X |
| Knowledge of website content and maintenance and social media platforms. | X |  |
| Knowledge of and a strong commitment to equality and diversity. | X |  |
| Experience of facilitating group discussions. | X |  |
| Knowledge and understanding of safeguarding and a clear focus on taking appropriate action. | X |  |
| Experience of multi-agency working to achieve goals and join up provision. | X |  |
| Experience of working with health and social care professionals | X |  |
| Experience of using the Charity Log Customer Relationship Management system. |  | X |
| **Skills, Abilities & Attributes** |  |  |
| Ability to work remotely and autonomously with minimal supervision with a delegated level of responsibility. | X |  |
| Committed to a person-centred approach to working with carers. | X |  |
| Ability to initiate, develop and sustain effective relationships with a wide range of people of services. | X |  |
| Self-motivated and capable of responding independently to problems and situations, using skills and initiative to work towards mutually beneficial solutions. | X |  |
| Flexible approach to working, including evenings and weekends when required. | X |  |
| Keen to learn and develop new skills and take on new challenges and additional levels of responsibility where appropriate. | X |  |
| Commitment to providing a quality service and a strong commitment to team working to support colleagues to do the same. | X |  |
| Excellent written and verbal communication skills. | X |  |
| Excellent IT skills with particular emphasis on Microsoft packages and Customer Relationship Management systems. | X |  |
| Ability to collate and produce high-quality information materials for circulation to service users and professionals. | X |  |
| Model and encourage high standards of honesty, integrity, openness, and respect for others. Act with respect and integrity, portraying a positive image of Carers Northumberland. | X |  |
| Ability to challenge negative attitudes and beliefs, when necessary, while working with carers. | X |  |
| To be able to work in a confident manner and produce informed solutions to the challenges of the organisation. | X |  |
| Ability to work within professional boundaries and respect and adhere to confidentiality guidelines across all aspects of the work. | X |  |
| Ability to travel efficiently across Northumberland. | X |  |
| Professional, enthusiastic, self-motivated and reliable. | X |  |

**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the Carers Northumberland. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.