

**Job Description**

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| **Job Title** | Carers into Work Advisor |
| **Location** | Ashington (although the role is countywide) |
| **Reports to** | Service Delivery Manager/CEO |
| **Job Purpose:**  To provide a flexible and innovative approach to engagement and case management of working age carers who are unemployed or considering a change in employment by providing support, advice, and guidance to address the barriers and assist with transition into sustainable work, training, or education.  **Staff Responsibilities:**   * This post has no direct staff responsibility   **Resource Responsibilities:**   * Staff responsibility for ensuring Carers Northumberland’s resources are used efficiently and cost effectively and within agreed budgets. * Promote and ensure a sound and safe working environment. * Notify the relevant manager when resource problems affecting service delivery occur.   **Dimensions and limits of Authority**:   * This role requires using own initiative, time management and organisational skills. * An enhanced DBS check will be required for the role. | |
| **Hours of Work** | Full time – 37hrs per week |
| **Salary** | £23, 735 per annum |
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##### Main Duties and Key Tasks of the Role:

1. Engage with carers who are not in work, to identify barriers, their needs, and strengths, in a coherent and comprehensive way and undertaking an assessment and developing a plan to support them into an appropriate employment programme.
2. Supporting carers who are employed with employment issues related to their caring role and supporting them to stay in their current employment and/or to make changes to their employment circumstances.
3. Provide one to one case management, which supports carers to overcome the barriers that exist to entering sustained employment, learning and skills development.
4. Empower carers to make decisions to realise their full potential and understand their rights in employment, education and training.
5. Promote assistive technology solutions with carers, explaining the range of equipment and solutions to support them whilst in employment, education and training.
6. Facilitate and support carers into the employment programme and to ender employment, education or training.
7. Provide effective information, advice and guidance, including CV writing, confidence and self-esteem training, assisted job-search to carers who wish to return to work or change their current employment circumstances, to help them identify opportunities within the current labour market.
8. Ensure smooth transition into employment programmes and/or employment, education or training.
9. Ensure carers have access to email, can register on employment search engines and have access to a bank account.
10. Coach and prepare carers for job interviews, support with application completion and increase their IT literacy.
11. Build and maintain a wide working knowledge of the local labour market and opportunities for training to benefit carers who want to return to work or training.
12. Achieve project targets around engagement of carers into employment and/or training.
13. Work with partners, providers, local employers and families to engage and motivate carers to reach their full potential.
14. Identify, develop and implement innovative ways to address employment issues with carers.
15. Identify key barriers for carers who want to return to work and develop creative solutions with carers and the team to overcome these.
16. Be accountable for accurately recording, reporting and monitoring carer progress and journeys into employment and training using the carer management database – Charity Log.
17. With the project team, design and deliver packages of support and clear pathways into employment for carers, integrating with colleges, employers, the voluntary sector and providers of specialist support and training.
18. Prepare and deliver motivational sessions to groups, individuals and partners to assist carers towards achievable employment goals.
19. Maintain accurate project records including report writing, carer records, correspondence and monitoring in a timely way.
20. Safeguard children and vulnerable adults and ensure that decisions or judgements which entail a level of risk are referred to the Service Delivery Manager or the Chief Executive Officer.

**General**

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| To actively participate in regular supervisions and an annual appraisal in order to fulfil targets and workplans. | 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, attend relevant training as directed 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 Level 3 standard or above/equivalent qualification or experience level. | X |  |
| NVQ Level 3 in Information, Advice and Guidance or equivalent qualification or experience. |  | X |
| **Knowledge & Experience** |  |  |
| Experience of working with unpaid carers. | X |  |
| Knowledge and understanding of carers rights legislation. | X |  |
| Understanding the potential barriers to education, employment and learning for carers. | X |  |
| Knowledge of the local labour market in the North of Tyne region. |  | X |
| Experience of providing confidential, independent information, advice and guidance to people in need. | X |  |
| Experience of managing a varied and complex workload. | X |  |
| Experience of producing reports and working to agreed targets to achieve set outcomes. | X |  |
| Knowledge of and a strong commitment to equality and diversity. | X |  |
| Knowledge and understanding of safeguarding and a clear focus on taking appropriate action. | X |  |
| Experience of multi-agency working to achieve goals and joined up provision. | X |  |
| Experience of working with groups and presentation skills | X |  |
| Knowledge and understanding of the health and social care system in Northumberland. |  | X |
| Knowledge and understanding of the voluntary and community sector. |  | X |
| **Skills, Abilities & Attributes** |  |  |
| Ability to work remotely and autonomously with minimal supervision with a delegated level of responsibility. | X |  |
| Ability to assimilate and interpret a varied range of information. | X |  |
| Ability to initiate, develop and sustain effective relationships with a wide range of people and services. | X |  |
| Ability to respond to the emotional demands of vulnerable people and their family members. | X |  |
| Excellent IT skills with particular emphasis on Microsoft packages and CRM databases. | 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 weekends and evenings 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 and supporting colleagues. | X |  |
| Excellent written and verbal communication skills. | X |  |
| Ability to collate and produce high-quality information materials for circulation to service users and professionals. | X |  |
| Ability to challenge negative attitudes and beliefs, when necessary, while working with carers. | X |  |
| Ability to work within professional boundaries and respect and adhere to confidentiality, data protection and information sharing regulations across all aspects of the work. | X |  |
| Model and encourage high standards of honesty, integrity, openness and respect and portray a positive image of the organisation at all times. | X |  |
| Ability to travel efficiently throughout Northumberland and the wider North of Tyne area when required. | X |  |
| Professional, enthusiastic, flexible 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.