



# NORTH STAFFS CARERS

(hereafter shown as NSC)  
Company Ltd. by Guarantee registered in England  
Registered Company Number: 3313461 Registered Office:  
Carers Centre, 1 Duke Street, Fenton, Stoke-on-Trent, ST4 3NR  
Registered Charity Number: 1062548

## **JOB DESCRIPTION**

- Job Title:** Carers Counsellor
- Employed by:** North Staffs Carers
- Salary:** £24,338 pro rata + pension
- Hours of Work:** 18 hours per week, flexible to meet the needs of the Association.  
(Some evening and weekend work will be required.)
- Holidays:** 5 weeks pro rata + statutory Bank Holidays
- Responsible to:** Deputy Chief Officer
- Base:** Trent House
- Contract Period:** Until May 2027

### **The aims of the Project:**

For Carers to feel listened to, empowered and feel more in control throughout their caring journey.

To deliver emotional, practical, mental health and financial support to unpaid Adult Carers.

### **Duties**

- Working with Adult Carers to provide specialised Counselling support for complex and deep-rooted Carer issues.
- Establishing a relationship of trust and respect with the Carers
- Monitor and record the Carers progress, keeping all details and records strictly confidential.
- Assist Carer in completing Caring Journal.
- Be fully aware of the projects programme of activities and groups to help to advise and encourage the Carer to participate in them should they so wish.
- Agreeing a plan to determine what will be covered in sessions (including confidentiality issues)

- Encouraging Carers to talk about issues they feel they cannot normally share with others
- Actively listening to Carer concerns and empathising with their position
- Accepting without bias the issues raised by Carers
- Challenging any inconsistencies in what Carers say or do
- Helping Carers to make decisions and choices regarding possible ways forward
- Refer Carers, their families to other agencies who can provide them with further services/information where appropriate
- Working to agreed targets in relation to Carer contact
- Undertaking Emotional Wellbeing Group as well as individual therapy
- Respond to and follow up Carer Referrals, working closely with other team members.
- Maintain telephone contact with Carers registered with North Staffs Carers
- Encourage and develop with Carers coping strategies, knowledge and empowerment to increase confidence and self-esteem.
- Provide advice, information and guidance on caring issues.
- Ensure, as far as possible, the safety and wellbeing Carers
- Undertake mandatory training or additional training as required for the post

#### **General Responsibilities:**

- Keeping up to date with general administration associated with the project.
- Attend meetings, present information related to the project.
- Participate in quality assurance and evaluation, including report writing, keeping statistics and attending meetings to report and monitor project progress.
- Going to regular meetings with your counselling supervisor
- Carry out other duties as requested by the Operations Officer, and to support the team effort.
- Abide by all the policies and procedures of NSC.
- Complete quarterly reports including statistics about the project
- Other duties coincidental to the position and reasonably asked of you in line with climate, contract and Association progression.

This job description may be reviewed from time to time to consider the changing circumstances of the Association and the development of the project, following discussion with the post holder.

Employment is dependent upon the job holder having a full driving license with no endorsements.

The jobholder must also have a commitment to the Association's ideals, confidentiality and equal opportunity policies.

This vacancy is subject to an Enhanced Disclosure - DBS.

Closing date for receipt of completed application forms 3<sup>rd</sup> February 2025

Interviews to be held week commencing Monday 10<sup>th</sup> February 2025

To save on administrative costs, we shall not be notifying unsuccessful candidates, for those who have not heard by Wednesday 12<sup>th</sup> February 2025 we thank you for your interest and regret that your application has been unsuccessful.

