



# NORTH STAFFS CARERS

(hereafter shown as NSC)

Company Ltd by Guarantee registered in England.  
Registered number 3313461. Registered Office,  
Trent House, 234 Victoria Road, Fenton, Stoke-on-Trent, ST4 2LW  
Registered charity No. 1062548

## JOB DESCRIPTION

<b>Job Title:</b>	Carers Support Advisor
<b>Employed By:</b>	North Staffs Carers
<b>Salary:</b>	£24,339 per annum + pension
<b>Hours of Work:</b>	37 hours a Week (service user led / flexible to meet the needs of the Association, some evening and weekend work will be required)
<b>Holidays:</b>	5 weeks pro rata + statutory Bank Holidays
<b>Responsible to:</b>	Deputy Chief Officer
<b>Base:</b>	Trent House
<b>Contract Period:</b>	3 years

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

For Carers to feel listened to, empowered and feel more in control throughout their caring journey, along with reducing isolation and loneliness.

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

### **Duties**

Carer Support Advisor is responsible for delivering Carer Support Services working with unpaid Adult Carers.

- Handling telephone enquiries and conducting triage assessments.
- Responding to and following up new Carer referrals
- Referring or signposting Carers appropriately (both internally and externally) to suit individual Carer needs which may assist them with their caring role.

- One to one specialist emotional support for the Carer specifically through periods of transition and change.
- Helping to complete the My Caring Journal Passport, working with the Carer to create a Carer Support Plan and carryout Carer review (after 12 weeks) at a location suitable to the Carer for example home, office or other suitable community setting.
- Supporting Carers to apply for funding (including benefits, adaptations, breaks etc.) thus improving their quality of life.
- Supporting Carers around practical tasks associated with the caring role.
- Providing emotional support and refer to in house or external counselling services.
- Act as an advocate, where necessary, on behalf of the Carer, negotiating, drafting or writing letter or making appropriate referrals.
- Be vigilant and report any safeguarding concerns in line with NSC policies and procedures
- Maintaining telephone contact with Carers registered with North Staffs Carers.
- Arranging, facilitating outreach, events, activities and groups in conjunction with Carers and arrange associated publicity.
- Encouraging the involvement of Carers/Volunteers in the running/attending of support groups.
- Participating in regional promotional/networking activities and develop new opportunities to engage with Carers.
- Be an ambassador for NSC and the Support Connections for Carers and market the project; including the distribution of marketing materials and engagement at local meetings and events.
- Build and develop strong working relationships with partner organisations, community services and practitioners.
- Utilising volunteers (including ex Carers) in the development and support of the service including a task to finish group, forum and administrative duties.
- Maintaining records of enquiries and contacts with Carers, Service Providers and Community organisations.
- Responsibility for monitoring and evaluation of case load.
- Completing clear and accurate case notes, ensuring that these are completed and are input onto charity log in accordance with GDPR and in a timely manner.
- Ensure performance meets KPI's
- Complete quarterly/annual reports including statistics about the project
- Work as part of the staff team to enable efficient work practices by working within the policies and practices of North Staffs Carers.
- Maintaining standards of customer service in particular regarding the opening of offices, creating a welcoming and responsive environment for Carers.
- Keeping up to date with important legislation and related issues by attending the appropriate training and by essential ready e.g. Care Act.
- Improve your knowledge of local support services which may be able to help Carers within their caring role.
- Undertake mandatory training or additional training as required for the post.

## **General Responsibilities:**

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

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

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.

This vacancy is subject to an Enhanced Disclosure - DBS.

Closing date for receipt of completed application forms Friday 19<sup>th</sup> April 2024

Interviews to be held week commencing Monday 22<sup>nd</sup> April

To save on administrative costs, we shall not be notifying unsuccessful candidates, for those who have not heard by Wednesday 1<sup>st</sup> May 2024 we thank you for your interest and regret that your application has been unsuccessful.