

JOB DESCRIPTION

Job Title:	Carer Awareness Co-ordinator
Employed By:	North Staffs Carers
Salary:	£13,156 per annum + pension
Hours of Work:	20 hours a Week (service user led / 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, Fenton
Area Covered :	North Staffordshire
Contract Period:	1 year

The aims:

To raise awareness specifically targeting Carers caring for someone with severe mental illness.

- Development and co-ordination of a partnership approach to providing information and support to Carers at the earliest possible moment.
- Work within mental health settings, community, health and social care settings, developing and facilitating an interagency/partnership approach to the provision of information and emotional support to Carers
- Develop communication paths for the voice of Carers, who are caring for someone with severe mental illness to flow on to the Planners, Purchasers and Providers of services - and vice versa.
- Link in with relevant organisations and teams to highlight and promote the needs of Carers.
- Encourage the community as a whole to be more Carer Aware and to “Think Carer”

These aims will be achieved through working in partnership with mental health settings, GP surgeries, Health Centres, Social Prescribers, Social Care and other Community Organisations.

Duties :

- Build and develop strong working relationships with partner organisations, community services and practitioners.
- Be an ambassador for NSC, market the service; including the distribution of marketing materials and engagement at local meetings and events.
- Raise Carer Awareness through our social digital platforms website, Facebook and Remind App.
- Encourage Carers and professionals to engage in consultations, monthly groups and meetings, training and activities.
- Develop and deliver training, formal presentations and informal talks raising Carer Awareness.
- Raising Carer Awareness through training, attending events, giving talks/ presentations and one to ones with professionals in statutory service settings and other third sector providers.
- Identify and work together with a named Carer Link Contact in mental health settings, health and social care so that Carers are supported in their caring role.
- Maintain regular contact with Carer Link Contacts
- Arrange peer group meetings for Carer Link Contacts (face to face or virtual)
- Arranging, facilitating outreach, health and wellbeing events and activities in conjunction with PCN's, Health and Social Care, Education and Carers and arrange associated publicity to promote and engage the wider community.
- Participating in regional promotional/networking activities and develop new opportunities to engage with Carers.
- Encourage Carers to identify themselves as a Carer register with NSC and their GP and ensure they are put onto the Carers Register and a note is made on their records at the GP surgery.
- 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.
- Complete quarterly/annual reports including statistics about the service
- 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 Senior 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 25th April 2025

Interviews to be held week commencing 28th April 2025

To save on administrative costs, we shall not be notifying unsuccessful candidates, for those who have not heard by 30th April 2025 we thank you for your interest and regret that your application has been unsuccessful.