

## Job Description

(Ref: PR137)

<b>Job Title:</b>	Carer Support Worker (Welfare Benefits)
<b>Line Manager:</b>	Operational Manager
<b>Salary Scale:</b>	SCP23 £34,434 - SCP25 £36,363
<b>Location:</b>	Carers Leeds supports hybrid working arrangements, in the Carers Leeds office, community locations, and from home.
<b>Hours:</b>	35 per week (Monday-Friday)

### Purpose of the role

To help carers access the resources they need to carry out their caring role; to mitigate the negative impact of caring; to enjoy life beyond their caring role and to have good health and wellbeing, social connections and financial security.

### Main responsibilities and duties

#### First point of contact

1. Respond to enquiries from unpaid carers via telephone, webchat, email and face to face by providing person-centred support, information and guidance.
2. Undertake full assessments of carers' need for support.
3. Provide information, guidance and emotional support on a range of relevant subjects, including, but not exclusively, money guidance, welfare benefits, access to social care, housing, respite, education and employment.

#### 1:1 support

4. Provide 1:1 support to unpaid carers.
5. Work collaboratively with each carer to agree a plan for support.
6. Enable carers to understand and navigate issues about the impact of caring on their life and their options for the future.

#### Welfare benefits

7. Provide up to date, accurate information and guidance on welfare benefits to carers in relation to PIP, Child DLA, Attendance Allowance and Carer's Allowance.
8. Support carers to understand the eligibility criteria, evidence requirements and claims processes for relevant disability and carer benefits.
9. Assist carers to complete welfare benefit claim forms to a high standard, ensuring applications accurately reflect their needs and circumstances.
10. Keep up to date with welfare benefits legislation and undertake self-directed learning in this area.

#### Groups, Events and Training

11. Facilitate carers support groups.
12. Plan, develop and deliver events and training activities for carers.

## Other

13. Support professionals and partner organisations to provide relevant, quality and timely information and advice to carers of family, friends and relatives of people using their service.
14. Assist and participate in promoting Carers Leeds through conferences/seminars, meetings, and other similar activities.
15. Other work as required to enable the service to be delivered.

## Core Values & Behaviours

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect staff, trustees and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

16. **Integrity** – we are honest, fair and speak up.
17. **Accountability** – we do what we say we will and take responsibility for our actions.
18. **Inclusion** – we value differences and take action to reduce exclusion.
19. **Respect** - we value and listen to each other.
20. **Excellence** - we continually improve through listening, learning and innovation.
21. **Kindness** - we are friendly, caring, and considerate.
22. **Empowerment** – we support, trust and promote empowerment to make a difference

## Respect for service user confidentiality

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role.

**This post is subject to a satisfactory DBS check.**

## Person Specification

*Applicants for this role should use their application form to show that they meet all of the essential criteria outlined in the person specification for the position. If they fail to demonstrate this, or are unable to meet the criteria, it is unlikely they will be shortlisted for an interview for this post.*

	<b>Knowledge and Understanding</b>	Essential/ Desirable	How identified Application/Interview
1	A clear understanding of the issues affecting carers and their support needs	E	A/I
2	At least two years' experience of working within the advice/information/support field.	E	A
3	A good working knowledge of other services that support carers.	E	A/I
4	Excellent working knowledge of disability and carer benefits.	E	A/I
5	Recent experience supporting claims for PIP, Child DLA, Attendance Allowance and Carer's Allowance.	E	A
6	Knowledge of linked benefits and wider financial support.	E	A/I
7	Understanding of the needs of carers and of the issues around access/barriers to services faced by some members of the community.	E	A/I
8	Demonstration of a commitment to equality and diversity.	E	A/I
9	Understanding of the ethos of the voluntary and community sector.	D	A
10	Understanding of Safeguarding principles and practice.	E	A/I
11	Understanding of digital platforms for engagement.	E	A
	<b>Skills and Competency</b>		
12	Experience of report writing	D	A
13	Experience of record keeping	E	A
14	Excellent phone, one to one, listening and written communication skills as well as skills in digital communication.	E	A/I
15	Strong level of IT skills and experience of using a database.	E	A
16	Proven teamwork skills as well as ability to work on one's own.	E	A
17	Able to develop and deliver training.	D	A
18	Experience of/ability to facilitate support groups.	D	A/I

	<b>Behaviour and Personal Attributes</b>		
19	Demonstrate the behaviours which align to Leeds Carers values.	E	A/I
20	Demonstrate confidentiality.	E	A
21	Commitment to continual learning and professional development.	E	A/I

*If you have any questions regarding the role then please contact Laura Lee (Recruiting Manager):*  
[laura.lee@carersleeds.org.uk](mailto:laura.lee@carersleeds.org.uk)