



## **Carer Support Worker (Welfare Benefits) (PR137)**

**Hours:** 35 per week (Monday-Friday)

**Salary:** SCP23 £34,434 - SCP25 £36,363

**Location:** Carers Leeds supports hybrid working arrangements, in the Carers Leeds office, community locations, and from home.

**Closing date:** Midnight on Sunday 12<sup>th</sup> July 2026

**Interview date:** Tuesday 28<sup>th</sup> July 2026

### **Vision**

Our vision at Carers Leeds is that all unpaid carers in our city are recognised, valued and supported to live a fulfilling life.

### **Mission**

Carers Leeds wants to improve the lives of unpaid carers across the city. We provide information, advice and support to unpaid adult and parent carers in Leeds. We aim to influence others to act and create positive change for unpaid carers.

### **What is an unpaid carer?**

An unpaid carer is someone who provides help and support to a family member, friend or neighbour who couldn't manage without their help. This could be due to illness, disability, mental health problems or substance misuse.

### **What we do**

Established in 1996, Carers Leeds is a charity which provides information, advice and support to unpaid adult and parent carers across our city. We have an Advice Line, carers support groups, one to one support and support in hospitals. Some of our services are open to all carers and some are targeted at specific groups of carers. Our services are provided to communities throughout Leeds.

We work in partnership with others to deliver our service and to influence them to act to benefit unpaid carers.

### **Brief Role Description:**

Our Carers Support Workers help carers to 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.

## **Key Duties and Responsibilities:**

- Provide information and guidance via our Support Line
- Offer 1:1 support for carers via webchat, phone, video, in the home or at local community venues
- Facilitate carers support group/s
- Support carers to understand the eligibility criteria, evidence requirements and claims processes for relevant disability and carer benefits.
- Assist carers to complete welfare benefit claim forms to a high standard, ensuring applications accurately reflect their needs and circumstances.

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

## **Excellent terms and conditions including:**

- 25 days annual leave plus bank holidays (pro rata for part-time)
- Flexitime
- Hybrid working (part home/part office based)

*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)

Please submit online applications only. (No Agencies or CVs thanks)

**Carers Leeds celebrates diversity and strives to be an equal, diverse, and inclusive organisation. We welcome applications from all sections of the community. Groups currently under-represented in our workforce are from ethnic minorities, people with disabilities, younger and older workers, men, and transgender people.**