

## **Carer Support Worker - PR 115**

**Hours:** 21

**Salary:** : SCP23 £28,226 (Actual £16,936) to SCP25 £30,095 (Actual £18,057)

**Contract:** Permanent

**Location:** Leeds Office base with community and hybrid working

**Closing date:** 30<sup>th</sup> September 2022 at 12noon.

**Interview date:** 10<sup>th</sup> October 2022

Carers Leeds is an independent charity that gives specialist and tailored support, advice and information to unpaid carers aged over 16yrs. An unpaid carer is someone who looks after a friend or relative that could not manage without a carer due to a health condition, frailty, substance misuse or disability.

Established in 1996, our award-winning service and team of expert support workers are dedicated to improving the lives of thousands of carers in Leeds.

Carers Leeds works in partnership with community groups, local businesses and third sector organisations to give carers in Leeds a network of support. We deliver confidential advice, guidance and emotional support that help carers keep on caring.

### **Brief Role Description:**

We are looking for a Carer Support Worker (Generalist) who has a range of knowledge and skills to provide additional capacity across our specialist and diverse teams, also offering a triage service to identify need alongside supporting when required our advice service.

### **Key Duties and Responsibilities:**

- To provide person centred information, advice and support to carers.
- To manage a case load of carers who support people with often complex physical and mental health needs by undertaking assessments and offering triage/advice line support to identify need
- To keep up to date with all changes to relevant welfare benefits (primarily benefits for sickness, disability and caring), be aware of issues in welfare reform
- To assist carers with benefit claims and applications for financial assistance
- To support professionals and partner organisations who are working with carers in the provision of relevant, quality and timely information and advice to family, friends and relatives of people using their service

- To provide information and advice on a range of relevant subjects, including, but not exclusively, welfare benefits, access to social care, housing, respite, education and employment.
- To use empathic listening skills to offer carers the opportunity to understand issues about the impact of caring on their life and their options for the future.
- To acquire a good working knowledge of other local service providers in order to maximise information available to pass on to carers.
- To offer a range of choice of contact methods to promote accessibility to Carers Leeds services, including digital engagement opportunities.
- To be involved in the organisation and facilitation of events and training courses for carers.
- When necessary, to assist and participate in promoting Carers Leeds through conferences/seminars, meetings and other similar activities.

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)

To Apply please visit <http://www.carersleeds.org.uk/vacancies>

Please submit online applications only. (No Agencies / CVs will not be accepted)

**Carers Leeds celebrates diversity and strive 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 Black, Asian and Minority ethnic groups, people with disabilities, younger and older workers, men and transgender people.**

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