

## **Carer Support Worker (Advice) Post reference - PR116**

**Hours:** 35hrs per week Monday to Friday  
**Salary:** SCP25 £32,020  
**Contract:** Maternity Cover 12 months January 2023 until January 2024  
**Location:** Leeds Office base with community and hybrid working

**Closing date:** Wednesday 11<sup>th</sup> January 2022 (12pm midnight)  
**Interview date:** Thursday 19<sup>th</sup> January 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 to ensure the efficient day-to-day operation of the Carers Leeds 'first point of access' Advice Service, whilst also working as part of a team of Carer Support Workers providing comprehensive information, advice, and support service to carers in Leeds.

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

#### **Delivering the Advice Services**

- Delivery of the Advice Service, which includes but not restricted to; Carers Advice Line, Carers Centre Drop-In, online contact via email and website, community-based support including digital offers and the processing of new external referrals.
- Delivering independent, impartial, and confidential information, advice and support through a range of means including telephone, email, and face to face at Carers Leeds offices and community-based locations.
- Working as a member of a team of Carer Support Workers providing accurate, up to date, carer-focussed information, advice, and support that enables and empowers people.

- Delivering and contributing to the development of our “benefit offer” alongside colleagues in the Advice Team. This requires advising carers on benefit options and claim routes, supporting the completion of benefit forms, and managing an outcome-focussed caseload.

### **Co-ordination of the Advice Service**

- Preparing rotas, accordingly, ensuring that all Advice Services are fully staffed, including cover for annual leave and unplanned absences.
- Coordinating evaluation reports for the Advice Service, involving running monthly reports from our central database, obtaining evaluation and feedback from service users, collating and reviewing the results for internal use and external partners and commissioners.
- Supervising volunteers who are carrying out supportive administration roles for the Advice Service. This requires providing supervision, training, and mentoring.

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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