

JOB SPECIFICATION
(Post Reference: PR116)

Job Title:	Carers Support Worker (Advice Service)
Line Manager:	Team Leader (Advice Service)
Salary Scale:	SCP25 £32,020
Location:	Hybrid (Carers Leeds Office / Working from Home)
Hours:	35hrs a week Monday - Friday
12 months Maternity Cover January 2023 – January 2024	

This post is subject to a satisfactory DBS check

Aim of the role:

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.

Main responsibilities and duties:

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.
- Supporting people with understanding their rights and options, problem solving, successfully navigating health and social care systems and where necessary signposting carers to a range of other sources of specialist information and support.
- Working in a person-centred way and empowering others to access the support they need and make choices appropriate for them.
- Carrying a small caseload, mainly from Advice Service contacts that are complex, complaint related or require follow up.
- 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.
- To be the main contact internally and externally for any Advice Service-related discussions.
- Coordinating evaluation reports for the Advice Service, this involves 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.
- Attending our internal Equality, Diversity and Inclusion Working Group and our Central Database Working Group.
- Working alongside the Team Leader, contributing to the induction and training of new staff.
- Working alongside the Team Leader to maintain our database ensuring an accurate and consistent collection of data.
- Providing feedback around issues and service improvement opportunities with the Team Leader.
- Working in partnership with Team Leader and Operational Manager to maintain Advice Quality Service Standards and contribute to annual review.

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.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions
- **Inclusion** – we value differences and take action to reduce exclusion
- **Respect** - we value and listen to each other
- **Excellence** - we continually improve through listening, learning and innovation
- **Kindness** - we are friendly, caring, and considerate
- **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

Person Specification

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

	Knowledge and Understanding	Essential/ Desirable	How identified Application / Interview
1	At least 2 years' experience of supporting service users to navigate the Welfare Rights Benefit System	E	A
2	At least two years' experience of working within the information, advice and guidance field	D	A
3	A clear understanding of the issues affecting carers and their support needs, and potential barriers to services faced by some carers in our community.	D	A/I
4	Excellent working knowledge of health and social care services, welfare benefits, and other services relating to carers needs.	E	A/I
5	Understanding of the ethos of the voluntary and third sector	D	A/I
6	Understanding of Child and/or Adult Safeguarding policies and referral processes	D	A/I
7	Knowledge or experience of applying assessment tools used to identify support needs, and/or triaging of referrals.	D	A/I
	Skills and Competency		
8	Ability to use a complex database for recording information, case notes, and preparing reports.	E	A
9	Ability to adapt and deliver complex information to carers in an easily accessible way	E	A/I
10	Ability to take a lead and offer supervision to colleagues and volunteers in the team to maintain high standards in a busy service.	E	A/I
11	Excellent verbal, listening, decision making and written communication skills	E	A/I
	Behaviour and Personal Attributes		
12	Ability to demonstrate the behaviours which align to Leeds Carers values.	E	A/I
13	Ability to demonstrate confidentiality	E	A
	Ability to demonstrate a commitment to equality and diversity	E	I

If you have any questions regarding the role then please contact Rachel Moore, Team Leader Advice Service via email rachel.moore@carersleeds.org.uk or tel: 0113 246 8338