

JOB DESCRIPTION

**YMDDIRIEDOLAETH
GOFALWYR**

Croesffyrdd
Gorllewin Cymru

**CARERS
TRUST**

Crossroads
West Wales

TITLE:	Carers Information Officer
SALARY:	£19,446 (pro-rata)
CONTRACT TYPE:	Fixed-term until 31 st March 2022
PENSION:	5%
ANNUAL LEAVE:	23 days per annum plus 8 bank holidays (pro rata)
DBS:	Standard DBS required with Adult Barring Check
HOURS:	22.5 hours per week
LOCATION:	Llanelli Office
EMPLOYED BY:	Carers Trust Crossroads West Wales
RESPONSIBLE TO:	Carers Information & Outreach Service Co-ordinator

OVERALL AIMS OF THE POST:

To provide a comprehensive information and signposting service to known, new or hidden carers across Carmarthenshire to meet their individual needs and enable them to better manage the impact of their caring role.

Areas of Responsibility:

Provide Advice and Information

- To be the first point of contact for carers contacting the Carers Information Service and to answer initial telephone enquiries and provide information on a range of issues relating to their caring role.
- To actively support new and existing carers to take up services provided by statutory and voluntary organisations e.g. Carmarthenshire County Council, welfare benefits advice, support groups, etc.

- To provide emotional support to carers, listening carefully in order to provide callers with the correct advice and information. This may involve referring on to other staff members or external agencies as appropriate.
- To provide information to carers on a range of issues including, carers rights, carers assessments, accessing services, support groups, etc.
- To work with partner agencies and others to provide a co-ordinated, solutions focussed response where the caring role is at risk of breaking down
- To take the lead in maintaining an up-to-date information resource for carers in a variety of formats including factsheets, newsletters, information packs, etc.
- To take the lead in information and data management on SharePoint maintaining an in-house information resource to support the CIS and Outreach team
- To assist with producing and promoting digital information for carers on a range of platforms including social media and updating Carers Trust Crossroads West Wales website
- To assist with the production and distribution of regular carers newsletters
- To proactively network with a range of partners and stakeholders to ensure that both statutory and third sector organisations have a good understanding of the services available to carers
- To ensure communication pathways exist with other professionals who are likely to have contact with carers e.g. GP's, health and social care staff
- Where other services may be more appropriate to meeting the needs of a carers making referrals to these services as agreed with the individual carer.
- To work closely with the Service Co-ordinator and take a lead role in planning events and activities for carers during Carers Week, Carers Rights Day, etc.
- To help identify new and hidden carers and raise carer awareness through involvement in promotional work; such as manning information stalls, etc.
- To provide information about all the services offered by Carers Trust Crossroads West Wales

Recording and Monitoring

- Maintaining up to date records of all calls and referrals on our Charity log database

- To assist in collating carer feedback and information to evidence need for improvement of existing carers services and/or development of new services
- Assist in gathering, collating and presenting data for reports as required by funders

Team working/Networking and Liaison

- To take an active and positive role as team member to ensure team objectives are met
- To work closely with team members providing telephone cover in their absence
- To be flexible and responsive to the changing needs of the service and the team; for example in the event of unplanned absence
- To develop effective team work through informal and formal communication with colleagues and regular attendance and input to team meetings
- To work with other members of staff and volunteers in the organisation of events and activities relevant to the CCIS's work.
- To foster and maintain existing partnerships with a wide range of statutory, voluntary and community groups and forums across the County
- To be aware of opportunities for new partnership working, and to help develop clear protocols for joint working
- To participate in regular supervisions, annual appraisals, training and personal development opportunities

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Carers Trust.
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied always

- To comply with Carers Trust staff Code of Conduct.

Other

- To attend staff and other meetings and take minutes where necessary.
- To work to agreed explicit service standards as determined by the manager.
- To have a commitment to developing quality by implementation of Carers Trust Quality Award and any other standards set by the Carers Trust.
- Undertake any other duties commensurate with the post.

Management and Support:

The post holder will be line managed by the Carmarthenshire Carers Information & Outreach Service Co-ordinator. An annual appraisal system is in operation. Training will be provided as necessary.

Person Specification

Essential	Desirable
<p>Experience</p> <p>Direct experience of working for a support service and achieving positive outcomes for beneficiaries</p> <p>Experience of Information and advice giving</p> <p>Working with and implementing policies, procedures and guidance</p> <p>Solution focussed / problem solving ability</p>	<p>Experience of networking and liaising with a range of statutory and voluntary organisations</p>
<p>Qualifications</p> <p>A good standard of general education or ability to demonstrate relevant experience</p> <p>Level 4 Diploma in Advice & Guidance (or a commitment to achieve this)</p>	<p>NVQ/QCF in a relevant subject e.g. Health & Social Care</p>
<p>Skills and abilities</p> <p>Excellent communication and interpersonal skills</p> <p>An empathetic and supportive telephone manner and an ability to deal with queries from individuals who are distressed</p> <p>Highly organised working methods with an ability to write and update accurate records</p> <p>Ability to use IT effectively including email, Word, Excel and experience of using data bases</p> <p>An ability to communicate complex information</p>	<p>Understanding of relevant legislation</p> <p>Ability to communicate in Welsh</p>

<p>regarding carers rights over the telephone, in writing or by email</p> <p>Ability to update website using WordPress</p> <p>Ability to maintain confidentiality</p> <p>Ability to use your initiative and work independently with minimum supervision and as part of a team</p> <p>Ability to plan, prioritise and manage workload</p> <p>Good self-awareness and commitment to continuous professional development</p>	
<p>Knowledge</p> <p>An understanding of carers and the impact of caring</p> <p>An understanding of the statutory and third sector support service provision in Carmarthenshire and the pathway to access appropriate services</p> <p>Good knowledge and understanding of carers rights</p> <p>A good understanding of and ability to work within safeguarding policies and procedures</p> <p>Clear understanding of the Health & Safety at Work Act and own and others' responsibilities</p>	
<p>Other</p> <p>A commitment to maintain and develop quality standards and quality services and good practice within Carers Trust Crossroads West Wales</p>	<p>Valid Driving Licence and access to a vehicle for work purposes</p>