

# CARERS SUPPORT CENTRE (CSC)

## JOB DESCRIPTION

<b>Job title:</b>	<b>Administration and Operational Support</b> Adult Carers Support Team
<b>Responsible to:</b>	Senior Carers Support Officer
<b>Hours:</b>	22.5 hours
<b>Place of work:</b>	Carers Support Centre, Gill Avenue, Fishponds, Bristol. Some hybrid working possible.
<b>Salary:</b>	<b>Actual Salary £13,385 (FTE £22,308)</b>

### Aims of the post

To provide administrative and operational support to the Carers Support Team.

### Main tasks

#### 1.0. Operational Support

- 1.1. Creating, updating, and amending carer records on CharityLog (our case management system).
- 1.2. Support with monitoring reports by extracting records and reports from Charity Log and providing accurate figures.
- 1.3. Obtain feedback from carers about CSC services and Support groups using guidelines provided.
- 1.4. Contacting carers, as required, by telephone, letter, or e-mail, to gather information, provide updates and arrange appointments.
- 1.5. Scanning and processing completed assessment and registration forms.

#### 2. Carers Emergency Card

- 2.1 Checking application forms and clarifying information by telephone with carers, amending and adding information.
- 2.2 Helping carers to complete Carers Emergency Card application forms over the telephone

- 2.3 Updating spreadsheets and database records
- 2.4 Sending cards out to carers,
- 2.5 Compiling and sending out information packs
- 2.6 Helping with promotional mailouts

### **3 Carers Support Groups**

- 3.1 Liaising with and booking venues for the groups
- 3.2 Arranging speakers and activity providers for the groups.
- 3.3 Contact carers with regard to attending groups.
- 3.4 Work with the Comms department to keep the group information on the CSC website and social media up to date
- 3.5 Check and administrate invoices for the groups and venues

### **3. General administration**

- 3.1 Arrange and update the CarersLine (helpline) rota
- 3.2 Support the team to develop and maintain efficient office systems and records.
- 3.3 Make and receive telephone calls and emails from/to carers, and other professionals and colleagues
- 3.4 Assist with photocopying and filing as requested.
- 3.5 Posting out welcome and information packs to carers, follow up with telephone calls when necessary.
- 3.6 Keeping leaflets and resources up to date.
- 3.7 Support the organisational administration team as and when required.

### **4. General**

- 4.1. To ensure that all work is carried out in accordance with the Carers Support Centre's policies and procedures.

- 4.2. To undertake any other duties commensurate with the grading of the post, as agreed with the line manager.

## **PERSON SPECIFICATION**

**Job title:** Carers Support Team - Administration and Operational Support

## **ESSENTIAL:**

### **Skills**

- Computer literacy and ability to develop skills to self-serve in administrative tasks
- Excellent verbal communication skills
- Numerate

### **Attributes**

- Willingness to develop the ability to work on own initiative, manage time effectively, and prioritise own workload
- Confident self-starter
- Good telephone manner
- Attention to accuracy and detail
- Willingness to work as part of a team
- Ability to establish good working relationships with carers, staff, volunteers and external agencies
- Commitment to equal opportunities and diversity in practice

## **DESIRABLE:**

### **Qualifications**

- GCSE Maths
- GCSE English

Previous experience in similar role.