# CARERS SUPPORT CENTRE (CSC)

# JOB DESCRIPTION

Job title: Carers Support Officer South Gloucestershire

**Responsible to:** Senior Carers Support Officer

**Hours: 26.25 hours per week.**

 **Monday – Wednesday 9am – 5pm and**

 **Thursday 9-12.45pm**

(Flexible to include occasional evening and weekend working)

## Place of work: Carers Support Centre, Gill Avenue, Fishponds, Bristol, and other locations as required

**A flexible model of home and office working is offered, with some work in the community also**

**Aims of the post**

**To:**

* Provide an effective outreach advice, information, assessment, and support service for carers living in South Gloucestershire.
* Enable and empower carers to access the support they need, which will improve their overall health, wellbeing, and quality of life
* Develop and provide support to a range of other external carer specific networks
* Develop and provide support to a range of peer support options for carers

**Main tasks**

1. **South Gloucestershire outreach service, carer assessments and support**

**To:**

* 1. publicise and promote the work of CSC to identify and raise awareness of carers and their needs, including attending relevant meetings to deliver talks and presentations, as appropriate
	2. provide information, advice, and support to individual carers, ensuring that those who require it are provided with follow-up information, a carers assessment and/casework using a variety of methods:
* Telephone, E-mail, Online
* One to one meeting at the CSC offices, home visit to the carer, or other community setting
* Working with GP practices to provide support to carers
* Completing carers assessments
* Identify agreed actions with carers and help them to develop a care and support plan
* Referring carers who need additional support to relevant team members within CSC and/or to external agencies and organisations, as required
	1. help carers achieve positive outcomes in accessing their right to support under The Care Act and the Children and Families Act
	2. take referrals from other members of the team
	3. be part of the team rota maintaining our CarersLine telephone helpline and referral service
1. **Support networks**
	1. Facilitate carers support groups in South Gloucestershire

2.2 Work with other providers to support them to develop and sustain groups for carers

* 1. Contribute to developing new groups, ideas, and opportunities for other peer support initiatives
1. **General**

**To:**

* 1. maintain appropriate records of all work undertaken, monitor and evaluate all aspects of work, and produce reports as required

* 1. contribute to publicity and promotional materials and events, including providing material for the CSC magazine, as required
	2. ensure that carers issues are integrated into the policy and involvement work
	3. ensure that all work is carried out in accordance with CSC’s policies and procedures
	4. undertake any other duties commensurate with the grading of the post, as agreed with your line manager

**PERSON SPECIFICATION**

**ESSENTIAL:**

**Experience/Knowledge**

* Experience in carrying out assessments and discussing support options
* An understanding of carers assessments
* Recent and relevant experience of information, and advice work
* An excellent understanding of the needs and issues for carers
* Demonstrable experience of working with individuals needing emotional support/in crisis
* Knowledge of current legislation as it affects carers
* Knowledge of health and social care structures and provision
* Experience of working in partnership with other organisations

**Skills**

* Computer literacy including case management / client recording systems and ability to self-serve in administrative tasks
* Excellent written and verbal communication skills
* Excellent listening and interpersonal skills
* Group facilitation skills

**Attributes**

* Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
* Ability to work as part of a team
* Dynamic, creative, responsive, and open to exploring new ways of working with the proven ability to develop new innovative approaches to service delivery
* Ability to establish good working relationships with staff, volunteers, carers and external agencies and organisations
* Commitment to equal opportunities and diversity in place

**DESIRABLE**

* A broad knowledge of benefits for carers and disabled people

**May 2023**