

## **CARER SUPPORT DORSET**

### **Job Description**

<b><u>Job Title</u></b>	Carer Adviser
<b><u>Accountable to</u></b>	Lead Carer Adviser
<b><u>Responsible for</u></b>	None
<b><u>Geographical Area</u></b>	Dorset
<b><u>Hours of Work</u></b>	37 hours a week, including occasional weekend/evening
<b><u>Grade</u></b>	£23,541 – £25,991 pro rata

### **Purpose of the Post**

Carer Support Dorset has been commissioned by Dorset Council as the Lead Carer Organisation for unpaid carers who are caring for a relative, friend or neighbour who have an illness or disability. This role is to be a first point of contact to carers through community- based work, telephone or email. The post holder will offer information, advice and guidance in order to support carers to maintain maximum independence and wellbeing through enabling better understanding of the caring role, assist the development of relevant skills and enable access to support in their local community. They will offer signposting and make referrals where necessary. The post will include registering carers on our Content Management System, CharityLog.

It will involve developing links and knowledge around support for carers within the community and to provide carer awareness presentations to other organisations.

This post is office-based in Ferndown, and requires travel to community events covering all of Dorset.

### **Key duties and responsibilities:**

The post holder will:

- Answer incoming phone calls from carers, offering information, advice and guidance, including appropriate signposting and onward referrals to relevant agencies
- Actively cultivate knowledge of local, county-wide and national resources relevant for carers of all ages
- Deliver carer awareness sessions and presentations to carer-focused organisations and grass roots organisations
- Become familiar with existing networks or groups supporting carers within Dorset and develop groups to fill any gaps, including virtual groups
- Maintain accurate, timely and detailed records of all contacts and maintain the Dorset Carer Register on

CharityLog and/or other reporting systems as required

- Liaise regularly with your line manager to review work and prioritise requirements to meet demand
- Attend regular supervision meetings, to share good practice and ensure your own support needs are met
- Ensure Safeguarding policies and procedures are followed

### **Additional Occasional Responsibilities**

As a member of a small team, the post holder will be expected as necessary to support colleagues by:

- Actively contributing and participating in publicity events and represent the organisation in a positive manner in order to raise awareness of carers' needs

### **General Requirements**

The post holder will be expected to:

- Possess the essential skills as detailed in the person specification
- Adhere to and uphold our mission, vision, values, strategic aims and policies
- Act with integrity and maintain the highest professional standards at all times
- Maintain a confidential, sensitive and discreet approach to personal, sensitive and organisational information
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers
- To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings
- Actively identify own training needs and personal development, and to participate in training sessions when required
- A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder

**This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder**

**Employee signature:**

**Date:**

**Senior manager:**

**Date:**



**Carer Support Dorset  
Person Specification: Registrations and Referrals Worker**

**Important: A person specification is an accepted method of identifying who, from a range of candidates for a post, most closely matches the needs of the organisation and the tasks outlined in the job description. It will be used at both short-listing and interview stages. The person specification is issued with the job description so that the applicants can make judgements themselves about their ability to do the job. When completing the application form please mention your abilities for each section of the person specification, failure to do so may affect your short-listing score.**

	<b>How assessed</b>	<b>Essential / Desirable</b>
<b>Qualifications</b>		
Good standard of education	Application / Certificates	Essential
Further qualifications in health and social care, including linked NVQs, social work degree, nursing qualification or equivalent experience	Application / Certificates	Desirable
<b>Experience</b>		
Experience of offering information, advice and support to people by phone and in person	Application and interview	Essential
Experience of speaking to a groups of people	Application and interview	essential
Experience working with safeguarding policies and procedures	Application and interview	essential
<b>Knowledge</b>		
Understanding of carers' issues and rights	Application (supporting statement) and interview	Essential
Good understanding of the Care Act 2014 and other linked legislation	Application (supporting statement) and interview	Essential
Knowledge of multiagency working, including: whole family assessments, liaising with other agencies.	Application (supporting statement) and interview	Essential
Experience of person centred planning and working with service users to agree appropriate support.	Application, interview and short test.	Desirable
<b>Skills and Competencies</b>		
Excellent written communication skills	Application and interview	Essential
Able to communicate and positively challenge other professionals both within the work place and externally	Application and Interview	Essential
Able to communicate effectively with diverse members of the public	Application (supporting statement) and interview	Essential
Able to use IT and databases to: manage time effectively, prioritise cases, record information gathered through assessments	Application (supporting statement) and short test	Essential

<b>Personal qualities</b>		
Keen to learn and innovate	Application (supporting statement) and interview	Essential
Resilient to change	Application (supporting statement) and interview	Essential
Able to work as part of a team	Application (supporting statement) and interview	Essential
Confident to take initiative	Application (supporting statement) and interview	Essential
Able to prioritise work and deal with competing demands	Application (supporting statement) and interview	Essential
<b>Other</b>		
Able to work flexibly in terms of location	Application (supporting statement) and interview	Essential
Car driver and owner	Application/driving licence	Essential