# THE CARERS SUPPORT CENTRE

# JOB DESCRIPTION

**Job Title:** CarersLine worker

**Responsible to:** Carers Support Manager

**Pay scale/rate of pay:** NJC Scale Rate 21 £13,388.20 (actual)

**Hours:**  26.25 hours per week (3.5 days)

**Place of Work:** Carers Support Centre

**Aims of the post**

To:

* provide support to carers through the CarersLine telephone advice service
* ensure a timely, coordinated response to incoming referrals

Main tasks

To:

1. cover CarersLine Tuesday-Thursday 9.30am – 5pm, and Friday 9.30am-2.45pm
2. provide emotional and practical support to carers over the phone, via email and in writing
3. maintain appropriate records of all work undertaken
4. monitor the handover of outstanding CarersLine work between sessions
5. ensure that outstanding work is dealt with in a timely and coordinated way
6. identify trends and gaps in services for carers and report these to the line manager
7. maintain and develop the CarersLine information resources
8. provide outcomes monitoring
9. signposting carers (internally and externally)

**General**

To:

1. ensure that all work is carried out in accordance with Carers Support Centre guidelines, policies and procedures
2. undertake any other duties commensurate with the grading of the post, as agreed with your line manager

**April 2014**

**THE CARERS SUPPORT CENTRE - PERSON SPECIFICATION**

**ESSENTIAL:**

**Experience/Knowledge**

• Experience of providing advice and information services including basic benefits advice, or knowledge of benefits system.

• Relevant experience of working on a telephone helpline or similar advice service.

• A good understanding of the needs and issues of carers

• Experience of working with individuals needing emotional support/in crisis

**Skills**

• Excellent written and verbal communication skills

• Excellent listening and basic counselling skills

• Good organisation skills and attention to detail

**Attributes**

• Ability to establish good working relationships with staff, volunteers and external agencies and organisations

• Commitment to equal opportunities and diversity

**DESIRABLE:**

• Knowledge of current legislation as it affects carers

• Knowledge of health and social care structures and provision

**April 2014**