# CARERS SUPPORT CENTRE (CSC)

# JOB DESCRIPTION

Job title: Carers Support Officer South Gloucestershire

**Responsible to:** Carers Support Manager

**Hours:** 33.5 hours per week

(Flexible to include occasional evening and weekend working)

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

**Aims of the post**

**To:**

* provide an effective outreach advice, information, advocacy and support service for carers living in South Gloucestershire.
* enable 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 and carer 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, support and advocacy to individual carers ensuring that those who require it are provided with follow-up information and or casework support by:
* Telephone, at the CSC offices, or by home visit to the carer
* Holding monthly carer surgeries at identified GP practices
* Completing a Carers Assessment where appropriate
* Referring carers who need additional support to relevant team members within CSC and/or to external agencies and organisations, as required
  1. identify agreed actions with individual carers and measure change through use of the Carers Outcomes Star
  2. help carers achieve positive outcomes in accessing their right to support under The Care Act and the Children and Families Act
  3. take referrals from other members of the team
  4. be part of the team maintaining our CarersLine telephone helpline and referral service

1. **Support networks**
   1. facilitate four established carers groups in South Gloucestershire
   2. contribute to ideas and opportunities for other peer support initiatives
2. **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**

* Recent and relevant experience of information, advocacy and advice work
* An excellent understanding of the needs and issues for carers
* Demonstrable experience of working with individuals needing emotional support/in crisis
* An understanding of carers assessments and individual budgets
* 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 disability benefits

**July 2016**