

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Carers Outreach Advisor</b>
<b>Responsible to:</b>	<b>Memory Care Manager</b>
<b>Responsible for:</b>	<b>Volunteers</b>
<b>Location:</b>	<b>Community based in Sandwell</b>
<b>Hours:</b>	<b>25 hours per week (0.7 FTE)</b>
<b>Salary:</b>	<b>£25,936 per annum pro rata + benefits</b>

### **Job Purpose**

The Carers Outreach Advisor will be responsible for delivering high-quality, person-centred support to unpaid carers in Sandwell, focusing on facilitating Group & Wellbeing Activities, conducting Carer Wellbeing Checks, and providing dedicated key working for carers with complex needs within the community. The role aims to build knowledge, skills, and emotional resilience among carers, prevent crisis, and ensure timely access to appropriate support services.

### **Principal Duties:**

#### **1. Group & Wellbeing Activities**

- Facilitate and deliver peer support groups, workshops, and financial planning sessions across Sandwell, ensuring geographical equity and community-based support.
- Co-design and adapt group activities to be culturally appropriate and responsive to the diverse and unmet needs of carers.
- Promote engagement in group activities.
- Make referrals/ signpost to other agencies and organisations for specialist support as appropriate .

#### **2. Wellbeing Checks & Assessment**

- Conduct consistent, high-quality Carer Wellbeing Checks.
- Assess carers' needs across various domains, including physical and mental health and social connections.
- Early identification of needs to prevent crisis and reduce reliance on statutory services.

### **3. Key working & Person-Centred Support**

- Where appropriate act as a dedicated Keyworker, including:
  - 1:1 tailored support;
  - Developing comprehensive, personalised and person-centred Carer Support Plans following a full Carer Wellbeing Check;
  - Supporting carers in goal setting;
  - Providing regular check-ins;
  - Coordinating multi-agency support.
- Prioritise high-risk carers for structured check-ins and referrals.
- Ensure timely triage and effective onward referrals
- Refer carers for statutory Carers Assessments under the Care Act 2014 and raise safeguarding alerts where appropriate.
- Work collaboratively with Sandwell Council, NHS, and other partners to ensure seamless referral pathways and integrated support.

### **4. General**

- Maintain accurate and up-to-date records on the CRM system.
- Adhere to safeguarding procedures and GDPR principles.
- Contribute to impact measurement by demonstrating changes in carer wellbeing and service impact.
- Participate in regular case review meetings and internal audits.
- Actively engage with carers to gather feedback and contribute to continuous service improvement.
- Provide guidance and support to volunteers, overseeing their day-to-day contributions to service delivery.
- Foster and maintain effective partnerships and collaborative relationships with other relevant programmes, organisations, and community stakeholders.
- Represent the service at external meetings, forums, and events as required, advocating for carers' needs and promoting the service.
- Geographical cover across all six towns may be required at times
- Undertake any other duties commensurate to the post

**Please note: This role is subject to an enhanced DBS check and the right to work in the UK.**

## **PERSON SPECIFICATION**

<b>Essential</b>	
<b>1</b>	Experience in delivering support and advice services to vulnerable individuals or families, ideally within a social care, health, or voluntary sector setting.
<b>2</b>	Experience in facilitating groups, workshops, or sessions with carers.
<b>3</b>	Experience in key working or case management.
<b>4</b>	Excellent interpersonal and communication skills
<b>5</b>	Skilled in planning, organising, and facilitating engaging group activities.
<b>6</b>	Ability to develop clear, concise, and measurable support plans.
<b>7</b>	Strong organisational and time management skills, with the ability to manage a caseload effectively.
<b>8</b>	Ability to work independently and as part of a team.
<b>9</b>	Ability to problem-solve and respond flexibly to changing carer needs.
<b>10</b>	Proficiency in IT, including Microsoft Office suite.
<b>11</b>	Driving licence and willingness to travel across three towns.
<b>12</b>	Committed to equality, diversity, and inclusion.
<b>Desirable</b>	
<b>1</b>	Experience of working with carers from culturally diverse and underrepresented communities.
<b>2</b>	Knowledge of welfare benefits, financial planning, and legal rights relevant to carers.
<b>3</b>	Experience in outreach or community engagement.
<b>4</b>	Additional languages relevant to Sandwell's diverse communities.
<b>5</b>	Understanding of the challenges faced by unpaid carers and the impact of caring on their lives.
<b>6</b>	Familiarity with the Care Act 2014 and relevant legislation affecting carers.
<b>7</b>	Knowledge of local services and resources available to carers.
<b>8</b>	Resilient and able to work effectively with individuals experiencing stress or in crisis.
<b>9</b>	Proactive and self-motivated, flexible and adaptable
<b>10</b>	Flexible time management with occasional evening/weekend work.