**Job Description**

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| **Job Title:** | **Carers Support Officer**  |
| **Salary:** | £22,000 - £25,000 FTE per annum pro rata |
| **Hours:** | Vacancies for 3 positions. 2 F/T positions at 35 hours per week,1 P/T position at 28 hours per week. This will involve working some unsocial hours in evenings and at weekends during Brent Carers activities, peer support sessions or at events, and also working during the day. |
| **Days and Times:** | To be negotiated  |
| **Responsible to:** | Service Manager |
| **Main Location:** | Based at the Brent Gateway office with outreach and some attendance at partner offices |
| **Status:** | Continuous employment |
| **Main Purpose of Job:** | To be the contact for referrals to the Carers service. To support and review the needs of carers, undertaking a carers assessment, supporting carers activities and signposting to advice and information services. To provide support services which contribute to improving:* Knowledge of their rights and entitlements as a carer
* Their skills and abilities to provide care safely
* Access to support they may need and what is available to them
* The quality of their lives and well-being as a carer
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|  **1.0** |  **Main duties** |

1.1 Receive and process referrals from the triage service (via Charitylog), liaising with the service as required.

 1.2 Provide Carers information about the Gateway service, depending on their circumstances, liaising closely with work colleagues and adult social care.

1.3 Support the completion of Carers Assessments and give accurate advice on specialist carers topics.

1.4 Keep up-to-date on advice and information providers and support Carers to access relevant advice and support on a range of topics including welfare benefits, community care, and the local services and health support available in Brent.

1.5 Provide cares with specialist carers advice and accurate information.

1.5 Keep accurate records using the CRM systems (currently Charitylog) and processes.

1.6 To build up and maintain a database/directory of useful contacts and resources for carer.

1.7 To assist with quarterly Carers forums, Carers events and support groups.

1.8 To assist with the provision of quarterly reports and other information for the board, partners and funders.

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|  **2.0** |  **Data management and reporting** |

2.1 To comply with all relevant confidentiality and data protection policies and procedures including those defined by law.

2.2 To accurately record and enter all client contacts/ case work using the CRM database Charitylog database and other paper/ digital systems to keep client and organisation data up-to-date and accurate.

2.3 To collect and record relevant information for the purposes of monitoring & evaluation, service user outcome measurement, service improvement and quality assurance management.

2.4 To produce reports and case studies as required by the partners and other key stakeholders.

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|  **3.0** |  **Networking and outreach** |

3.1 To develop excellent working relationships with other voluntary sector agencies, local authority and health staff and employers and to work in partnership with them to promote, enhance the quality of services available to carers.

3.2 To assist with the promotion of the service including, presentations on who carers are and their needs and the Gateway service and services of Age UK HHB; distributing leaflets and posters and supporting promotion to carers, and professionals across the borough.

3.2 Make carers aware of all services available to them within Brent and neighboring boroughs.

3.3 Network with a broad range of professionals with a view to implementing and developing the Gateway service.

3.4 Contribute to ideas and activities that ensure that carers and those from vulnerable and excluded groups have access to the gateway services and other services provided by the partnership.

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|  **4.0** |  **General**  |

4.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.

4.2 To attend staff meetings, away days and other similar staff events.

4.3 To ensure all activities undertaken are carried out in line with Brent Gateway Partnership and Age UK HHB’s vision, mission and values.

4.4 To ensure that all activities are undertaken in compliance with Age UK HHB policies and in particular our equal opportunities, confidentiality, health and safety, safeguarding and information governance policies.

4.5 All staff are expected to undertake their own administration and correspondence, including use of ICT, activity recording and reporting systems.

4.6 It is the nature of the work that tasks and responsibilities may be unpredictable and varied. All employees are expected to work in a flexible way.

4.7 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.

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|  **5.0** |  **Standards** |

5.1 The post holder will be expected to adhere to all Age UK HHB’s policies and procedures in all aspects of their work.

5.2 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

**Age UK HHB is committed to safeguarding and promoting the welfare of all older**

**people and children within the London Boroughs of Hillingdon, Harrow & Brent.**

**Person Specification**

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| **Experience** |
| **Essential Criteria** | **Desirable Criteria** |
| Working with Carers  |  |
|  | Arranging events and facilitating groups |
| Researching and providing a range of accessible, relevant and quality information appropriate to the level of need |  |

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| **Knowledge and Skills**  |
| **Essential Criteria** | **Desirable Criteria** |
| Understanding of carers issues and needs and Core Principles for working with carers |  |
|  | Knowledge of the roles of statutory and voluntary social care and health services, personalisation and carer choice and control |
| Understanding the needs of under-represented and diverse community groups |  |
| Excellent interpersonal verbal and written skills and ability to relate to people |  |
| Ability to think and respond positively and creatively when presented with potential challenges when liaising with other professionals |  |
| Good IT skills (Word, Excel, email, Internet) and be able to use database/CRM |  |
| Good self-organisation, time-management and able to plan and prioritise own work |  |

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| **Personal Attributes** |
| **Essential Criteria** | **Desirable Criteria** |
| Ability to work under own initiative and as part of a team with a degree of flexibility |  |
| Passion for working on behalf of and with carers |  |
| Open to new ideas with a positive attitude to new ways of working |  |
| Commitment to the Brent Gateway Partnership vision and values, and excellent customer service |  |