



Carer Coordinator

Job pack

Thanks for your interest in working as part of the Carers Together Wiltshire Partnership. This job pack should give you everything you need to know to apply for this role.

In this pack you'll find:

- Information about the team and role
- The role profile and person specification
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing recruitment@ageukwiltshire.org.uk and we will arrange a suitable time to have a chat.

Carers Together Wiltshire Partnership:

Carers Together Wiltshire is a partnership between Age UK Wiltshire, Community First, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'. This partnership allows us to provide tailored support to the thousands of people across Wiltshire identified as an unpaid carer.

At Carers Together Wiltshire, we want to ensure that unpaid Carers can achieve a healthy balance between their caring responsibilities and their own interests and wellbeing. We recognise that caring for another person can be challenging. We also want to foster a 'carer-friendly' Wiltshire, amplifying unpaid carers voices in our area.

We are consistently impressed by the dedication shown by the unpaid carers who access our services as they balance work and personal responsibilities while fulfilling their caring roles.

We are here to support all unpaid carers in Wiltshire by offer a listening ear, practical help and emotional support. We prioritise a 'no wrong doors' approach to service provision, ensuring that no unpaid carer is left unsupported. Our work involves raising community awareness about the challenges faced by unpaid carers.

Our partnership enables us to support people providing unpaid care through a range of support services, such as activities, advice, counselling, coaching, training and support (including peer-support) for carers. We work closely with Wiltshire Council to offer Carer Assessments, to enable unpaid carers to take regular time away from their caring responsibilities.

The Role:

The Carers Coordinator plays a pivotal role in providing support, guidance, and resources to individuals who are caring for loved ones. Crucially they are responsible for carrying out statutory Carers Assessments on behalf of Wiltshire Council. They work to ensure that unpaid Carers have access to necessary support services, information, and opportunities for respite, enabling them to fulfil their unpaid caring responsibilities effectively while maintaining their own well-being.

The post holder will be working with unpaid Adults Carers (18+). The role may involve occasional evening or weekend work to accommodate carers' schedules and participate in events or outreach activities. This post is subject to the Rehabilitation of Offenders Act. Appointment will be subject to satisfactory references.

This role will be employed by Age UK Wiltshire as part of the CTW Partnership.

Role profile:

Job Title:	Carer Coordinator
Salary:	£26,463 to £28,000 per annum (FTE) - pro rata for part-time hours. Dependant on experience.
Benefits:	25 days leave entitlement, plus bank holidays, pro rata. Company pension with an employer contribution
Contract:	Permanent
Hours:	Part-Time 30 hrs per week
Main Location:	Hybrid or based in Devizes, with a requirement to work at CTW offices and travel throughout the Wiltshire area when needed.
Reporting to:	CTW Team Leader
Role purpose:	Provide tailored 1:1 support, guidance, and resources to unpaid carers and carry out statutory Carers Assessments, on behalf of Wiltshire Council, in line with quality processes and standardised procedures.
Main responsibilities	Key elements/Tasks:
Assessment and Support Planning	• Conduct comprehensive Statutory Carers Assessments of carers' needs, including emotional, practical, and informational requirements, through structured interviews utilising standardised digital assessment tools and processes. • Develop comprehensive support plans, in collaboration with unpaid carers, that identify and address both immediate concerns and long-term objectives, ensuring that unpaid carers feel empowered and supported in their role. • Collaborate closely with unpaid Carers to identify their strengths, challenges, and goals. • Assist carers in navigating complex systems, such as healthcare and social services. Help them access practical support, such as respite care services, equipment, and financial assistance programs. • Offer empathetic listening and emotional support to unpaid Carers, recognizing the challenges and stress associated with being an unpaid Carer. Provide a safe space for unpaid Carers to express their feelings and concerns. • Maintain accurate records of interactions with unpaid Carers, using prescribe tools and program, including Carers assessment findings, support plans, and referrals made. • Keep informed of developments in social care and other issues relating to unpaid Carers, including attendance at training and events, and ensure that the team is appropriately updated.

Information, Advice and Guidance	• As part of a statutory Carers Assessment provide tailored information, advice, and guidance to unpaid carers. • Signpost to services offered by Carers Together Wiltshire, relevant community resources and trusted organisations, and make effective referrals to ensure unpaid carers feel empowered and supported in their role. • Provide/signpost to educational resources to enhance the unpaid Carers' knowledge and skills. • Supporting the maintenance of a local data base of trusted organisations and providers.
Community and Networking	• Promote and represent the needs of unpaid Carers' interests in discussions related to healthcare, social care, and other relevant domains. • Collaborate and work in partnership with other professionals, including healthcare providers and social workers, to coordinate comprehensive support for unpaid Carers. • When required, attend and support community-based programmes of support for unpaid carers.
Monitoring and Evaluation	• Alongside CTW Management, regularly review and evaluate the effectiveness of the Carer Coordinator teams support to unpaid Carers. • Collect feedback from unpaid carers to identify areas for improvement and ensure that support interventions are responsive to evolving needs.
General Responsibilities	• Provide support to our events team, when requested. • Flexibility and a willingness to cover for other members of the Carers Together Wiltshire team. • Flexibility and a willingness to cover for other functions that are not within the scope of Carers Together Wiltshire but are required to maintain the operations of the employer. • Contribute to the wider aims and objectives of the organisation. • Take part in employer events and activities as agreed. • Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction. • Attend staff meetings, training courses and other meetings as required. • Comply with employer policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality. • Be committed to employer policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.

	• Provide support to the offices, staff and volunteers of the charity as required. • Maintain the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals. • Carry out any other duties as may be reasonably required from time to time.
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Person Specification

		CRITERIA	Essential	Desirable
Experience, Knowledge, Skills and Behaviours.	1	Experience of providing tailored effective outcome-based support in a paid or voluntary capacity.	✓	
	2	Proven experience of working within an environment that requires compliance with any type of Statutory requirements or assessments.	✓	
	3	Prove ability to work in a person-centred way to identify and address a person's needs and provide trusted appropriate information, advice, guidance, signposting and referrals.	✓	
	4	Ability to understand complex issues quickly and communicate them clearly and persuasively, in a timely manner to facilitate an effective outcome.	✓	
	5	Experience of providing effective support to people whilst demonstrating empathy, patience, and sensitivity.	✓	
	6	Strong administration skills, with an attention to detail for effective case management and documentation.	✓	
	7	Excellent planning and organisational skills, able to manage own workload according to changing priorities and be proactive in ensuring the successful delivery of tasks.	✓	
	8	Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with diverse individuals.	✓	
	9	Computer literate, able to use Microsoft packages and be confident using other software packages.	✓	

Other	10	Proactive and solution focused, able to work alone using own initiative.	✓	
	11	Ability to establish positive relationships and work collaboratively with colleagues, external partners and agencies.	✓	
	12	Commitment to work within a continuous improvement environment, as a positive and constructive team player.	✓	
	13	Proven ability to commit to and work within the organizational values and equity and diversity and inclusion policies	✓	
	14	Experience of using the Liquid Logic would be a bonus.		✓
	15	Knowledge of community resources, support services, and entitlements available to carers.		✓
	16	Understanding of issues affecting Carers, particularly those who are vulnerable and socially isolated.		✓

Equity, Diversity, and Inclusion

We are committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

Our Values in Practice

We are committed to fostering an inclusive, respectful, and high-performing workplace. Our values guide how we work with each other, our clients, and our wider community.



Person Centred

We are holistic, caring, and compassionate

- Treat colleagues, clients, and partners with dignity, respect, and compassion.
- Listen actively and seek to understand individual needs, backgrounds, and perspectives.
- Recognise each person's uniqueness and adapt our approach accordingly.
- Offer support and encouragement to promote well-being and resilience.
- Uphold Equity, Diversity & Inclusion by valuing differences & challenging stereotypes or assumptions.



Trusted

We are professional, reliable, and honest

- Act in a professional manner with integrity and transparency in all interactions.
- Deliver on commitments and take responsibility for actions.
- Maintain confidentiality and handle data and/or information responsibly.
- Uphold professional boundaries while showing compassion.
- Ensure fairness and consistency, avoiding bias or favouritism.



Empowering

We nurture independence and ownership

- Encourage colleagues and clients to take initiative and make informed decisions.
- Share knowledge and skills generously to build confidence in others.
- Provide constructive feedback that promotes growth.
- Celebrate achievements and recognise contributions.
- Foster an inclusive environment where every voice is heard, diverse perspectives are welcomed & valued.



Ambitious

We strive for the best for our people, clients, and organisation

- Demonstrate commitment to personal and professional development.
- Embrace innovation, continuous improvement, and creativity.
- Set high standards and support others to achieve their goals.
- Work collaboratively towards shared organisational success.
- Promote equity of opportunity and advocate for positive change.



Equity, Diversity, and Inclusion underpins all our values

- Actively promote equality and challenge discrimination, prejudice, or exclusion.
- Respect and value diversity of thought, background, culture, and identity.
- Consider accessibility and inclusivity in all aspects of work.
- Reflect on their own behaviours and biases and take steps to address them.
- Contribute to creating a workplace where everyone feels safe, valued, and able to thrive.