Information, Advice and Guidance Advisor

Job pack

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

In this pack you will 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, Beyond Dementia, 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 CTW, 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 IAG Advisor is the first point of contact at CTW and are responsible for the provision of tailored support to unpaid carers. Crucially they carry out 'First Conversations' with unpaid carers ensuring that they capture all relevant information so that carer only needs to tell their story once.

They identify the most appropriate support that will enable the carer to manage their caring responsibilities effectively while maintaining their own health and well-being by providing:

- Information, Advice and Guidance including resources
- Signposting to trusted support agencies, resources, publicly available information, digital guides and community support (such as carer groups)
- Referrals to members of the CTW consortia for tailored support, including statutory Carers Assessments.

The post holder will be working with unpaid Adults Carers (18+).

Role profile:

Job Title:	Information, Advice and Guidance Advisor
Salary:	£24,879 (FTE)
Benefits:	25 days annual leave entitlement pro rate (plus bank holidays). Company pension with an employer contribution.
Contract:	Permanent
Hours:	We have a total of 56 hours per week available (1.6 FTE), based on a full-time working week of 35 hours. We are open to different ways of sharing these hours between posts e.g. 35 and 21 hours per week (1.0 and 0.6 FTE), or two posts of 28 hours per week each (0.8 FTE each). The role may involve occasional evening or weekend work to accommodate carers' schedules and participate in events or outreach activities.
Main Location:	Hybrid or In-Office (the role is based in our Devizes Head Office), with a requirement to work at CTW offices and travel throughout the Wiltshire area when needed.
Reporting to:	CTW Team Leader

Main Responsibilities:

Information, Advice and Guidance:	• Manage and action all incoming referrals through a range of channels, such as online, telephone, email etc. • Conduct thorough exploration of carers' needs through structured focused 'First Conversations' and gather enough detail to work out next steps and identify any need for emergency support • Provide tailored information, advice and guidance to people contacting CTW and to communities throughout Wiltshire. • Supporting the maintenance of a local data base of trusted organisations and providers. • Signpost to services offered by CTW, 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. • Maintain and input accurate records using prescribe tools and programs • 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. Including, when

	required, after appropriate training, conduct Statutory Carers Assessments and develop tailored support plans in collaboration with carers to address identified needs.
	• Provide information, advice and guidance to carers around the following areas:
	  o Carers rights and the Care Act
	  o Carer Assessment process
	  o Health and Social Care
	  o Welfare Benefits
	• Signpost or refer for support with:
	  o Benefits calculations, claims and appeals
	  o Debt & Financial Capability
	  o Housing rights
	  o Employment rights
	  o Discrimination
	  o Or other enquiry area as relevant to role

Monitoring and Evaluation:	• Alongside CTW Management, regularly review and evaluate the effectiveness of the IAG 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, which includes setting up events and attendance. • Flexibility and a willingness to cover for other members of the CTW team and for other functions that are not within the scope of CTW, but are required to maintain the operations of AgeUK Wiltshire. • Contribute to the wider aims and objectives of the organisation. • Take part in AgeUK Wiltshire events and activities as agreed. • Attend regular supervision sessions and annual appraisals with your line manager to provide feedback and enhanced future planning and direction. • Attend staff meetings, training courses and other meetings as required. • Comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health & Safety and Confidentiality. • Be committed to AgeUK Wiltshire 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.

Person Specification:

CRITERIA		ESSENTIAL	DESIRABLE
Experience, Knowledge, Skills and Behaviours.	Experience of providing information and advice support in a paid or voluntary capacity	✓	
	Proven ability to assess a person's needs and provide trusted appropriate information, advice, guidance, signposting and referrals	✓	
	Experience of providing effective support to people whilst demonstrating empathy, patience, and sensitivity.	✓	
	Ability to work in a person-centred way to identify and address the needs of individuals.	✓	
	Strong administration skills, with an attention to detail for effective case management and documentation.	✓	
	Excellent planning and organisational skills, able to manage own workload according to changing priorities and be proactive in ensuring the successful delivery of tasks.	✓	
	Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with diverse individuals.	✓	
	Proven experience of working within an environment that requires compliance with standardised systems / processes and complete them successfully.	✓	
	Computer literate; able to use Microsoft packages and be confident using other software packages.	✓	
Other	Proactive and solution focused, able to work alone using own initiative.	✓	
	Ability to establish positive relationships and work collaboratively with colleagues, external partners and agencies.	✓	
	Commitment to work within a continuous improvement environment, as a positive and constructive team player.	✓	

	Proven ability to commit to and work within the organisational values and equity, diversity, and inclusion policies	✓	
	Experience of using Liquid Logic		✓
	Knowledge of community resources, support services, and entitlements available to carers.		✓
	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.