

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	Carer Support Officer (telephone-based)
Responsible to:	Carers Support Manager
Hours:	26.5 hours per week (Hours: Tue Wed Thurs 9-5, Fri 9.30-1.30)
Salary:	£17,515 for 26.5 hours (Actual Salary) / £24,786 FTE
Place of work:	Vassall Centre, Gill Avenue, Fishponds, Bristol

Aims of the post

To:

- Provide information, advice and guidance to carers over the telephone.
- Refer carers to appropriate services and support both internally and externally
- Undertake telephone-based assessments, reviews and casework

Main tasks

To:

1. receive calls through our CarersLine service (telephone advice service) and respond to requests for information, advice, guidance and support.
2. refer carers, where appropriate, to other services both internally and externally.
3. research information requested by carers to respond to enquiries in a timely manner.
4. undertake 'casework' support by phone for more complex enquiries
5. undertake telephone-based assessments / reviews, supporting the wider Carers Support Officer (CSO) team.

6. Create, update and manage carers records on CharityLog (case management system).
7. Support the Carer Support Manager by contributing to the ongoing development of the CarersLine service.
8. Contribute to monitoring reports for the organisation, local authorities and stakeholders

General

To:

1. ensure that all work is carried out in accordance with CSC policies and procedures.
2. undertake any other duties commensurate with the grading of the post, as agreed with line manager
3. represent and promote the work of Carers Support Centre.

PERSON SPECIFICATION

ESSENTIAL:

Experience/Knowledge

- Recent and relevant experience of information, support and advice work
- An excellent understanding of the needs and issues for carers
- Demonstrable experience of working with individuals needing emotional and practical support
- An understanding of carers assessments
- Knowledge of current legislation that affects carers
- Knowledge of health and social care structures and provision
- Experience of working in partnership with other organisations

Skills

- IT skills, including case management systems, Office 365 and ability to self-serve in administrative tasks
- Excellent written and verbal communication skills
- Excellent listening and interpersonal 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

Behaviours

- Positive attitude, with a solutions-focused approach
- Creative and resourceful
- Committed to excellence and good practice

- Flexible approach to working
- A strong and demonstrable commitment to the aims and values of CSC
- A clear understanding and demonstrable commitment to promotion of equality and diversity

DESIRABLE

- A broad knowledge of disability benefits

October 2024