

**Action for Carers Surrey (ACS)  
JOB DESCRIPTION**

Date created/updated: 30 Jan 17

<b>Job Title</b>	Carers Support Advisor: East
<b>Service</b>	Carers Support
<b>Reporting to</b>	Senior CSA
<b>Scope &amp; Accountability</b>	
Direct reports: 0 or possibly volunteers for groups	
Headcount: 0	
Budget: For events	
<b>Organisational context</b>	
<p style="text-align: center;"><i>Based on FTEs</i></p> <pre> graph TD     CSM[Carers Support Manager] --&gt; NWSnr[NW Snr CSA]     CSM --&gt; SWSnr[SW Snr CSA]     CSM --&gt; MidSnr[Mid Snr CSA]     CSM --&gt; EastSnr[East Snr CSA]     CSM --&gt; CIM[Carers Information Centre Manager]          NWSnr --&gt; CSA3[CSA x 3]     NWSnr --&gt; HCSA06[HCSA 0.6]          SWSnr --&gt; CSA4[CSA x 4]     SWSnr --&gt; HCSA12[HCSA 1.2]          MidSnr --&gt; CSA4[CSA x 4]     MidSnr --&gt; HCSA06[HCSA 0.6]          EastSnr --&gt; CSA15[CSA x 1.5]     EastSnr --&gt; HCSA04[HCSA 0.4]          CSA3 --- CSA3_Box[ ]     HCSA06 --- CSA3_Box     CSA4 --- CSA4_Box[ ]     HCSA12 --- CSA4_Box     CSA4 --- CSA4_Box     HCSA06 --- CSA4_Box     CSA15 --- CSA15_Box[ ]     HCSA04 --- CSA15_Box          CSA3_Box --- CSA3_Ass[Carers Support Assistants X 5]     CSA4_Box --- CSA3_Ass     CSA15_Box --- CSA3_Ass          CIM --- Admin[Administrative Assistants x 3]     </pre>	
<b>Hours</b>	<ul style="list-style-type: none"> <li>• 1 x 36 hours</li> <li>• 1 x 18 hours</li> <li>• evening &amp; weekend hours as required and on a TOIL basis</li> </ul>
<b>Pay scale</b>	23,998 – 25,549 (full time)
<b>Location</b>	Guildford, local meeting and office location(s) and Home Working
<b>Job purpose</b>	
<p>The post-holder will identify and support carers above 18 years old irrespective of who they are caring for and including former carers in the designated Surrey area. The post holder will also be willing to, within this role of generic advisor, take on a lead advisory ('go-to') role in a specific carer category or need, e.g. BAME, parent, mental health, former, working, learning disability, GRT, LBGT, learning &amp; work and other as maybe required.</p>	

### **Responsibilities**

1. Work as part of a team and in partnership with voluntary and statutory agencies to provide information and/or advice, guidance, signposting and advocacy to carers around Care Act rights, learning & work, wellbeing and benefits, and enable carers to meet other carers.
2. Engage, motivate and support all adult carers regardless of background to achieve mutually agreed outcomes that enhance their life experiences.
3. To manage a caseload of carers and maintain accurate confidential and up to date case notes.
4. To encourage carers to identify their own needs as far as possible and facilitate their contribution to the planning and development of carers services in Surrey.
5. To maintain up to date awareness of provision of external services within the area in order to provide signposting and advocacy services for carers, and to contribute to internal & external information points.
6. To facilitate and support initiatives for carers including carers networks and support groups, and encourage peer support.
7. To deliver and partner in training events and promote carers' self-help e-learning opportunities.
8. To work in conjunction with other team members in order to deliver high quality community engagement activities and workshops for carers.
9. To contribute to the production of local carer focussed publications and communications.
10. To attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
11. To work within agreed budgets and provide reports and evaluations by required deadlines.
12. To attend mandatory training identified by ACS.
13. To ensure all work with carers meets current legislative requirements, good practice and is line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding and in relation to confidentiality.
14. To work in accordance with the ACS Code of Conduct and to understand and implement policies, standards and procedures of ACS.
15. To provide equality of delivery regardless gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, level of caring responsibilities or political beliefs.
16. To undertake any other duties as appropriate and commensurate with the grading of the post.

**Person Specification**

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
1. Minimum GCSE English grade C – or equivalent	Essential	
2. Qualification in community work, presenting or training, or counselling		Desirable
<b>Skills, Experience &amp; Knowledge</b>		
3. Experience of working with and advocating for adults and families e.g. in social work / health / education / voluntary sector settings	Essential	
4. Awareness of the role of the voluntary sector	Essential	
5. Experience of being a carer or experience of using the services of a Carers service		Desirable
6. Experience of working with volunteers		Desirable
7. Understanding of carers rights, and of safeguarding of adults at risk and trained to Safeguarding Level 1	Essential	
8. Awareness of issues surrounding carers	Essential	
9. Awareness of issues for carers of people with mental health conditions		Desirable
10. Knowledge of the legislation relevant to carers and disabled people, and in particular The Care Act 2014, Children & Families Act 2014 & National Carers Strategy	Essential	
11. Experience of forming good working relationships with people and their families	Essential	
12. Ability to deliver and facilitate training and information sessions to groups of people	Essential	
13. Basic welfare benefits and Continuing Healthcare knowledge	Essential	
14. Knowledge and experience of working with cultural diversity	Essential	
15. Up to date competence in standard Office applications, databases and report writing	Essential	
16. Willingness and ability to, within the role of generic advisor, take on a lead advisory ('go-to') role in a specific carer category. E.g. BAME, parent, mental health, learning & work, learning disability, GRT, LBGT and others as required.	Essential	
<b>Personal qualities</b>		
17. Good, sensitive telephone and face to face manner with effective written, verbal communication and active listening skills	Essential	
18. Ability to develop and maintain professional relationships and boundaries with clients and professionals	Essential	
19. Ability to multi-task, plan workload, set priorities and manage time effectively	Essential	
20. Ability to use own initiative, be resilient and work without direct supervision	Essential	
21. Friendly and approachable with the ability to form good internal working relationships	Essential	
22. Ability to mentor	Essential	
23. A flexible approach to working hours	Essential	

<b>Specific requirements of the post</b>		
24. A proportion of the post holder's work will take place during the evenings and weekends	Essential	
25. Travel across the geographical area (either NW, SW, Mid or E) and occasionally further across Surrey will be an essential part of this role	Essential	
26. Current driving license and use of a road worthy vehicle	Essential	
<b>Other - none</b>		