

4. Support and maintain on-going contact and relationships with carers and professionals.
5. Promote and book carers on internal and external groups, information events, training and digital offers.
6. Maintain and update database records including case notes and requirements in relation to the support and signposting that is offered to carers.
7. Contribute to newsletters.
8. Research local support available to carers and update Surrey Information Point and carers' support teams.
9. Carry out annual Carers Support Service evaluation in format to be agreed.
10. Operate a light touch 'keeping in touch' service for carers.
11. Attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
12. To attend mandatory and other 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's Code of Conduct and other policies, standards and procedures of ACS.
15. To provide equality of delivery regardless of 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

Qualifications	Essential	Desirable
1. Minimum GCSE English grade C – or equivalent	Essential	
2. Qualification in community work or counselling		Desirable
Skills, Experience & Knowledge		
3. Experience of working with carers and families e.g. in social work/ health/ education/ youth service/ voluntary sector / individual or group settings	Essential	
4. Knowledge of the role of the voluntary sector	Essential	
5. Experience of monitoring and recording outcomes for clients	Essential	
6. Experienced in the questioning techniques needed to identify the known and unknown/hidden needs of carers	Essential	
7. Experience of being a carer or experience of using the services of a Carers service		Desirable
8. Understanding of carers rights, and of safeguarding of adults at risk and trained to Safeguarding Level 1	Essential	
9. Awareness and understanding of the issues facing carers	Essential	
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. Basic welfare benefits and Continuing Healthcare knowledge	Essential	
12. Knowledge and experience of working with cultural diversity	Essential	
13. Up to date competence in standard Office applications, databases and report writing	Essential	
14. Personal qualities		
15. Good, sensitive telephone manner with effective written, verbal communication, active listening skills and strong interviewing techniques	Essential	
16. Ability to develop and maintain professional relationships and boundaries with clients and professionals	Essential	
17. Ability to multi-task, set priorities and manage time effectively	Essential	
18. Ability to use own initiative, be resilient and work without direct supervision	Essential	
19. Friendly and approachable with the ability to form good internal working relationships	Essential	
20. A flexible approach to working hours	Essential	
21. Specific requirements of the post		
22. A proportion of the post holder's work will take place during the evening and the occasional Saturday	Essential	
Other - none		