Carer Advice & Guidance Advisor - Job Description

Internal job title: Virtual Advisor

KEY INFORMATION

Post:	Carer Advice & Guidance Advisor
Pay Banding:	Band D: £31,100 - £32,557 (Full Time Equivalent)
Hours & Location:	**Part time** - 21.6 hours per week (0.6 FTE) **Hybrid Working:** Home-based with a minimum of one day per week in our Burpham, Guildford office. **Working Pattern:** Ideally Tuesday, Wednesday and Thursday, but happy to discuss. Regular evening work (one evening per week) and at least one Saturday morning per month (until 1pm**)** are required.
Responsible to:	Advice & Guidance Manager

ROLE OVERVIEW

The Virtual Advisor is the primary point of contact for carers with complex needs, responsible for managing a full caseload and providing end-to-end casework and support. Working predominantly remotely (Teams/phone), the Advisor conducts thorough, person-centred needs assessments and develops personalised, outcome-focused action plans for carers and their families. This role involves providing in-depth advice, advocating on behalf of carers, and helping them navigate the health and social care system. This role requires high proficiency in digital tools to manage the blended casework model effectively.

KEY RESPONSIBILITIES

Carer Support & Case Management

- Manage a caseload of carers, acting as their key point of contact.
- Conduct comprehensive needs assessments using a whole family approach.
- Develop, implement and review outcome-focused, time-bound support plans.
- Provide personalised information, advice and guidance on a range of issues affecting carers.

Advocacy & Service Navigation

- Advocate on behalf of carers to help them access funding, services, benefits and their rights.
- Support carers to navigate health, social care, and community services, ensuring they can access the most appropriate support.

Record Keeping & Administration

- Maintain detailed, accurate and timely case records on the CRM system, ensuring a complete and up-to-date record of the carer journey.
- Ensure all documentation is maintained in line with organisational policies, procedures and data protection requirements.

Professional Responsibility

- Take ownership of your area of work, managing priorities and workload effectively.
- Contribute to the continuous improvement of services by sharing learning, feedback, and good practice.
- Work collaboratively with colleagues to ensure a high-quality service for carers.

PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

Essential Experience

- Proven experience in providing one-to-one advice, guidance, or casework.
- Demonstrable ability to manage a caseload and develop tailored support plans
- Significant experience in providing online and telephone support, advice, or casework to individuals.
- Experience in community outreach, social work, or similar support-focused role.

Essential Knowledge

- Strong understanding of safeguarding principles and procedures.
- Awareness of the challenges faced by unpaid carers and the types of support they may require.

Essential Skills

- High level of proficiency in using digital communication tools, including video conferencing (e.g., MS Teams), telephone, and email.
- Strong advocacy and problem-solving skills.
- Excellent communication and relationship-building abilities.
- Ability to work independently and manage a varied workload effectively.
- A qualification in Advice and Guidance (Level 3 or above), or a commitment to achieve this within the first 12 months of employment.

Desirable

- Knowledge of local health and social care services and systems.
- Knowledge of welfare benefits, social care assessments, and carers' rights.
- Ability to travel occasionally to attend multi-disciplinary meetings or support carer related activities.