

Sunderland Carers' Centre

Job Description

Post	Carer Information, Advice and Guidance Co-ordinator
Salary	£20,287.20
Hours of Work	35 Hours per Week
Holidays	25 Days per Annum
Location:	Sunderland Carers Centre, Thompson Road, Sunderland
Responsible to:	Operations Manager

Job Summary. The Carer Information, Advice and Guidance Co-ordinator will be initially responsible to the Operations Manager at Sunderland Carers' Centre. Emphasis will be placed on the development of a whole family approach to engage families in services which are appropriate to identified needs.

The Carer Information, Advice and Guidance Facilitator will act within the Carer Contact Team to co-ordinate referrals and prioritise activity required to support carers and their families. The post holder will provide accurate and appropriate information, advice and guidance to carers.

Equal opportunities. Sunderland Carers' Centre recognises that the needs of carers are paramount within the services it offers. The Centre is committed to a policy of equal access to employment and provision of its services regardless of race, religious or political beliefs, ethnic or national origin, culture, gender, sexuality age or disability

Working Relationships.

Internal: The post holder is accountable to the Operations Manager with whom they will liaise on a regular basis.

The post holder will be ultimately accountable to the Board of Trustees and the Chief Executive Officer.

The post holder will support activity from the mechanisms within the Carers' Centre to ensure all carers are supported via the services delivered by Sunderland Carers' Centre.

External: The post holder will ensure Sunderland Carers' Centre influences decisions that benefit carers at a locality level, working closely with the partners from both statutory and voluntary sectors.

Main Duties and Responsibilities:

To form part of the Carers Services Contact Team function to provide information, advice, guidance and support with an outcome focus to support carers in a format which most appropriately meets their individual needs.

To provide a first contact service to those contacting Sunderland Carers' Centre via telephone, email, face to face or via website enquiries and providing the person with relevant and accurate information, advice, guidance and support.

Provide a professional welcome to all customers and visitors, presenting a positive impression of the organisation

To ensure that incoming telephone calls are answered in a professional and timely manner and transferred, where appropriate, to the relevant team member

To develop and co-ordinate a range of information, advice and guidance resources in formats that meet the needs of carers, professionals and wider communities.

To manage the onward escalation of carers enquiries and/or support needs to the appropriate staff member to ensure a smooth transition of services

Carry out the necessary administration for this role accurately and within organisationally set standards including updating the Customer Relationship Management (CRM) System (Charity Log)

Input activity and outcome records to CRM system. Work to achieve agreed carer outcomes, contract Key Performance Indicators and targets as agreed with the organisation's frameworks and commissioning contracts

Also

Working as part of the wider team to provide a range of support options which includes support via telephone, e-mail and 1:1 meetings plus support at a range of meetings both internally and externally.

To develop and maintain meaningful, effective on-going relationships with other organisations and professionals to ensure that carers have a range of accurate information, knowledge and opportunities available to them.

To provide advocacy and enable self-advocacy on a one to one and group basis to develop carers confidence, self-esteem and ability to self-care.

To support carers to explore options relating to education, training, volunteering and employment as they see appropriate.

To develop ways to support carers to share their experiences, this may include developing and facilitating groups and events internally and externally

To attend and/or support promotional events, training opportunities or social activities for carers.

To work with the wider Carers' Centre team and partners to identify and engage hard to reach carers.

To support carers to have a life of their own along-side their caring role

To represent Sunderland Carers Centre in order to promote and encourage understanding and awareness of carers issues for example through the delivery of agreed training programmes for carers, partners and the wider community

To support the communication of National Legislation regarding carers and how this affects carers.

To contribute to good practice and development of the organisation including service evaluation

Work with and mentor designated volunteers with the support of the Volunteer Co-ordinator

Work with and mentor students on placement within the organisation

To support the development of written and verbal reports to the Operations Manager, Senior Management Team, Chief Executive Officer and the Board

To participate in set supervisions and appraisals with line manager

To adhere to all policies and procedures of the organisation

To observe strict confidentiality regarding information obtained during the course of the role and maintain professional boundaries

To provide support and assistance, whilst carrying out any other duties as and when required by the Senior Management Team, Chief Executive Officer and Board

Person Specification – Carer Information, Advice and Guidance

Co-ordinator

Criteria	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Excellent standard of English and Maths • IT Literate 	<ul style="list-style-type: none"> • Proficient in Microsoft Office Programmes
Experience	<ul style="list-style-type: none"> • Experience of engagement and support of families • Experience in providing frontline information, advice and guidance • Experience of managing a complex case load, one to one and group support • Excellent advocacy skills and ability to support carers in a range of situations • Previous experience of managing conflict resolution • Experience of partnership working building excellent relationships with a wide range of professionals and families • A willingness and ability to undertake further training to understand the complexities of both adult and children’s social care, education and health legislation 	<ul style="list-style-type: none"> • A minimum of two years’ experience of working with a range of carers/families • Experience of working within the safeguarding process for adults and children • Experience of community development work within a voluntary or community sector • Knowledge of the legislation surrounding carers, for example Children and Families Act 2014 and Care Act 2014 • Experience of facilitating learning opportunities

<p>Skills, Knowledge and Abilities</p>	<ul style="list-style-type: none"> • Clear knowledge and understanding of issues that affect carers and their families • Motivated to deliver positive change for carers • Excellent communication and interpersonal skills • Ability and skills to complete assessments; develop and review individual action plans; manage electronic case notes and provide written reports internally and externally • Ability to be resourceful and seek out information, suggestions and possible solutions for carers in a challenging environment • Ability to work with complexity • Ability to value and support team and multi-agency working 	<ul style="list-style-type: none"> • Ability to use basic Microsoft Office packages • Skills and ability to facilitate group learning opportunities and peer support groups
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Commitment to the values of Sunderland Carers' Centre • Commitment to detail, ensuring all work is accurate, concise and comprehensible • Commitment to equality and diversity • Respectful of working within professional boundaries • Willing to work in cooperation with team members • Willing to work flexibly within the organisation • Ability to work evenings and weekends 	<ul style="list-style-type: none"> • Full Driving Licence and Access to the use of a car (business insurance required)