

Job Description

<u>Job Title</u>	Carer Adviser
<u>Accountable to</u>	Head of Grant Initiatives and Service Management / Supported by Senior Carer Adviser
<u>Geographical Area</u>	Dorset
<u>Hours of Work</u>	Full time vacancy - 37 hours a week including occasional weekend/evening Part time vacancy - 17 hours a week including occasional weekend/evening
<u>Grade</u>	£27,000 (FT Pro Rata)

Purpose of the Post

Carer Support Dorset, commissioned by Dorset Council as the Lead Carer Organisation, is dedicated to supporting unpaid carers who look after a relative, friend, or neighbour with an illness or disability. This role serves as the first point of contact for carers, either by phone or email, providing them with information, advice, and guidance to help them maintain independence. It also aims to promote carers' wellbeing by fostering a better understanding of their role and facilitating access to relevant skills and support in their local community. Where necessary, the role involves signposting and referring carers to appropriate resources.

Key responsibilities include building connections and knowledge of community support services, delivering carer awareness presentations to other organisations, promoting our services at networking events, and facilitating GP Carer Clinics.

This position is currently remote, but regular travel across rural Dorset is required to attend community venues.

Key duties and responsibilities:

The post holder will:

- Respond to phone calls, emails, and referrals from both carers and professionals, providing information, support, and advice. This includes signposting and making referrals to appropriate agencies.
- Proactively develop and maintain a thorough understanding of local, county-wide, and national resources relevant to carers of all ages.
- Attend networking events, community venues, and GP surgeries to promote our services and offer information, advice, and guidance to carers.
- Actively engage with external organisations and stakeholders to build strong partnerships, enhance service visibility, and promote collaborative efforts that support carers across the community.
- Deliver carer awareness sessions and presentations to other organisations, professionals, and groups where appropriate.
- Familiarise themselves with existing networks and support groups for carers within Dorset, while identifying any gaps in service provision.

- Maintain accurate, timely, and detailed records of all interactions, and update the Dorset Carer Register on Charitylog and other relevant systems as required.
- Collaborate effectively across organisational teams to enhance and streamline the carer journey.
- Regularly liaise with the manager to review progress and adjust priorities to meet service demands.
- Participate in regular supervision meetings to share best practices and ensure personal support needs are addressed.
- Ensure adherence to Safeguarding policies and procedures at all times.

Additional Occasional Responsibilities

As a member of a small team, the post holder will be expected as necessary to support colleagues by:

- Actively contribute and participate in publicity events and represent the organisation in a positive manner and to raise awareness of carers' needs.

General Requirements

The post holder will be expected to:

- Possess the essential skills as detailed in the person specification.
- Adhere to and uphold our mission, vision, values, strategic aims and policies.
- Act with integrity and always maintain the highest professional standards.
- Maintain a confidential, sensitive and discreet approach to personal, sensitive and organisational information.
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers.
- To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings.
- Actively identify own training needs and personal development, and to participate in training sessions when required.
- A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder

Employee signature:

Date:

Senior manager:

Date:

Person Specification: Carer Adviser

Important: A person specification is an accepted method of identifying who, from a range of candidates for a post, most closely matches the needs of the organisation and the tasks outlined in the job description. It will be used at both short-listing and interview stages. The person specification is issued with the job description so that the applicants can make judgements themselves about their ability to do the job. When completing the application form please mention your abilities for each section of the person specification, failure to do so may affect your short-listing score.

	How assessed	Essential / Desirable
Qualifications		
Good standard of education	Application / Certificates	Essential
Further qualifications in health and social care, including linked NVQs, social work degree, nursing qualification or equivalent experience	Application / Certificates	Desirable
Experience		
Experience of offering information, advice and support to people by phone and in person	Application and interview	Essential
Experience of speaking to groups of people	Application and interview	essential
Experience working with safeguarding policies and procedures	Application and interview	essential
Knowledge		
Understanding of carers' issues and rights	Application and interview	Essential
Good understanding of the Care Act 2014 and other linked legislation	Application and interview	Essential
Knowledge of multiagency working, including whole family assessments, liaising with other agencies.	Application and interview	Essential
Experience of person-centred planning and working with service users to agree appropriate support.	Application and interview	Desirable
Skills and Competencies		
Excellent written communication skills	Application and interview	Essential
Able to communicate and positively challenge other professionals both within the workplace and externally	Application and Interview	Essential
Able to communicate effectively with diverse members of the public	Application and interview	Essential
Able to use IT and databases to: manage time effectively, prioritise cases, record information gathered through assessments	Application and interview	Essential
Personal qualities		
Keen to learn and innovate	Application and interview	Essential
Resilient to change	Application and interview	Essential
Able to work as part of a team	Application and interview	Essential
Confident to take initiative	Application and interview	Essential
Able to prioritise work and deal with competing demands	Application and interview	Essential
Other		
Able to work flexibly in terms of location	Application and interview	Essential
Car driver and owner	Application/driving licence	Essential