



Job Description

Job title:	CarerLinks Carer Advisor
Employed by:	Crossroads Together
Responsible to:	Lead Carer Advisor
Responsible for:	Herefordshire

Job Purpose

CarerLinks Carer Advisors will work in local communities to identify carers earlier and offer 1:1 support, advice, information, practical support, advocacy, referral and signposting to all sources of support. Working in partnership with all relevant stakeholders, CarerLinks Carer Advisors will provide a first point of contact for carers, enabling them to tell their story only once.

Key Responsibilities

- Develop a comprehensive understanding of carer support within a designated area.
- Establish and maintain excellent working relationships with statutory, voluntary and community groups in order to promote existing support for carers.
- Provide support and information to carers and their families through local drop-ins, digital offer, peer support opportunities, telephone and home based contact, according to need.
- Develop partnership work in local market towns to initiate new forms of support for carers and ensure that the existing provision is accessible and open to carers.
- Organise and run outreach surgeries in each of the main local market towns, delivered in local hubs, via various different digital platform and/or with other community partners; to bring carers together for support, advice and information.
- Set up and support self-sustaining carers groups and organise and/or link carers in to local activities in order to improve carer resilience and well-being.
- Build partnerships with Adult Social Care Team, GP Carer Leads and other statutory, voluntary and community groups to develop new initiatives to improve support for carers.

- Alongside the Volunteer resource advisor, recruit and support locally based volunteers, including current or former carers, to offer support, information and help to carers through befriending, at the carers groups and through telephone or online contact
- Engage with DWP/Job Centres to raise their awareness of carers and provide information to enable them to improve workplace support for carers
- To provide a first point of contact for carers by being part of the support line team.
- Use the “Carers Outcome Star” and the “My Star” to provide a personalised assessment of need and assistance in planning to achieve improved outcomes. Offer information regarding available services. Provide 1:1 support and advice to carers through home visits, virtual support and telephone contact.
- Prevent carer breakdown in carers who are most vulnerable through the development and implementation of a future planning strategy.
- Provide independent advocacy support to carers for help to fully engage with statutory assessment where there is no other unpaid advocate available.
- To undertake any other duties that may be considered commensurate with the level of the post.

Monitoring

- Monitor incoming referrals in accordance with Crossroads Together policies and procedures
- Develop professional working relationships with stakeholders including local authorities, commissioners and carers needing the service
- Work with the Lead Carer Advisor to ensure monitoring returns are completed on time and that compliance, outcomes and budgets are met for service delivery within the requirements of the contracts
- Work with the area manager and Lead Carer Advisor in promoting Crossroads Together by attending and delivering presentations and talks to local groups and organisations on the role and work of the organisation

General Responsibilities

- To attend internal meetings e.g., staff meetings as required.
- To contribute to effective team working across the organisation including all trustees, staff and volunteers.
- At all times to act in accordance with Crossroads Together/Carers Trust Code of Conduct and Confidentiality Policy.
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- To work at all times within the philosophy and policies of Carers Trust.
- To attend study days/training courses for professional development and to meet the requirements of the organisation

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To comply with the Health & Safety at Work Act 1974 and with Crossroads Together/Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Crossroads Together/Carers Trust quality evaluation tools along with any other standards set by Crossroads Together/Carers Trust
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- Energy Efficiency - To actively promote and uphold efficiency in all areas and be aware of own environmental responsibility within the office, community, role and responsibility including reusing, recycling and reducing materials
- The contents of this job description may vary from time to time.

Hours of work

Working hours will be predominantly 37 hours per week, 9am – 5pm. However, there will be a need to be flexible, in order to meet the needs of the carers receiving support and may involve evening and weekend working.

Closing date for applications: Friday 22nd October 2021
Interviewing on: Week Commencing 1st November 2021

Person Specification

Post of: Carer Advisor



Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Collaborative and partnership working with other agencies and groups • Running events / groups including facilitating meeting 	
<p>Skills & Abilities</p> <ul style="list-style-type: none"> • Ability to communicate effectively both within the organisation and externally • Excellent communication skills both written and oral • Ability to build effective relationships at all levels • Ability to present information clearly and concisely to a wide audience • Competent in the use of IT tools including Word, Excel, Databases and Social Media Resilience • Ability to work on own initiative and develop projects • Ability to work collaboratively and as part of a team • Excellent organisations skills 	
<p>Knowledge</p> <ul style="list-style-type: none"> • A knowledge of and a commitment to equal opportunities and diversity • Understanding safeguarding issues and the procedures to follow • An understanding of carers' issues • Comprehensive knowledge of care practice including health and safety and legislation • Understanding the importance of policies and procedures in the workplace • An understanding of disability and impact on the cared for and the carer 	
<p>Specific requirements</p> <ul style="list-style-type: none"> • Car driver, with access to own vehicle • Willingness to travel between and work at other sites 	