



Job Description

Job Title:	Carer Advisor
Employed By:	Crossroads Together
Responsible To:	Lead Carer Advisor
Responsible For:	This role has no direct reports
Location:	Cheshire West

Job Purpose

The Carer Advisor will work in local communities to support and identify unpaid and unrecognised carers and ensure that the service delivered meets the needs of carers. The Carer Advisor has the responsibility to ensure that the service is delivered in an efficient and effective way and to use the resources available to the organisation and the budget.

Working in partnership with all relevant stakeholders, the Carer Advisor will provide support and facilitate making the voices of carers heard and insuring they only need to tell their story once.

The Carer Advisor will need to proactively support and provide information and advice to help Carers reach their full potential by offering and facilitating 1-1 visits, activity support to reduce the impact of caring, improve health and wellbeing and build resilience.

To establish and maintain robust communication networks with carers, health care workers and numerous external agencies. To establish and maintain good working relationships with GP practices and promote awareness of the role of the Carer Advisor within local service area/team, GP practices and the wider community.

Key Responsibilities

- Develop a comprehensive understanding of carer support within the Cheshire West area.
- Be the first point of contact for unpaid carers and contact within a timely manner to introduce them to the CarerLinks Service
- Establish and maintain excellent working relationships with statutory, voluntary and community groups in order to promote existing support for carers and to build a library of support links for carers.
- Develop partnership work in the Cheshire West & Chester area to initiate new forms of support for carers and ensure that the existing provision is accessible and open to 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.

- Improve outcomes and develop a comprehensive understanding for carers and their needs within a designated area (Cheshire West)
- Implement effective ways of engaging and supporting unpaid carers across the service.
- Provide information and support to Carers on how to understand the condition of the person they care for and provide links into health and social care services to reduce their worry
- Organise and run outreach surgeries, delivered in local hubs, via various different digital platforms 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
- Use the “Carers Outcome 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, record and report on project referral numbers
- Work with the Carers team 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
- Support the Engagement Links to track and monitor how and where referrals are coming from
- Project Delivery, to include assisting the Adult Carers Service Manager and Lead in effective delivery of projects for Crossroads Together, provide monitoring information, reporting on status of KPI's etc.

- Input information on to Upshot, our internal database, maintaining accurate information for monitoring purposes

General Responsibilities

- Work within the organisations Safeguarding Policies, this will include completing safeguarding training to ensure that you have a good understanding of safeguarding concerns, including potential abuse and neglect of children, young people and adults
- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- Work within the organisations Quality and Information Governance Policy
- To attend team meetings, supervision and appraisal meetings with the relevant line manager.
- To ensure that delivery of the service is underpinned by a commitment to equality of opportunity and diversity.
- To work within and contribute to the local authority carers strategy
- 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.
- To adopt and work within the values of Crossroads Together
- To attend study days/training courses for professional development and to meet the requirements of the organisation
- 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
- To undertake any other duties as determined by the Area Manager commensurate with the nature of the role

Your working hours are 30 weekly spread over 3days (negotiable). 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: 23/01/2022
Interviewing on: 26/01/2022

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 meetings 	
<p>Skills & Abilities</p> <ul style="list-style-type: none"> • 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>Values</p> <ul style="list-style-type: none"> • Personal and professional integrity and accountability • Commitment to equality and diversity • Caring and compassionate 	
<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of carers issues • Understanding of adult safeguarding and Child protection practice and procedures • Local Knowledge 	<ul style="list-style-type: none"> • Basic knowledge of asset based community development approaches • Knowledge of carers rights
<p>Other</p> <ul style="list-style-type: none"> • access to a car / transport • able to work flexibly, including evenings and weekends, as required 	