



**CARERS INFORMATION SERVICE
CARERS ADVICE & ASSESSMENT WORKER (PART-TIME)**

JOB DESCRIPTION

Job Title: Carers Advice and Assessment Worker

Reports To: Carers Information Service Manager

Location: Carers Information Service, Carers Support Centre, 24 George Street, Croydon CR0 1PB

Hours of Work: 9am-5pm (3 days per week, or 21 hours worked flexibly)

Salary: £15,000 pa

Description of Role

The Carers Information Service provides free information, advice and support to unpaid carers in the London Borough of Croydon. We run the Carers Support Centre, the one stop shop for carers in Croydon and offer a wide range of services including health and wellbeing activities, advice surgeries, specialist publications, support groups and workshops. We are part of The Whitgift Foundation and are supported by Croydon Council.

The role of the Advice & Assessment Worker is to provide statutory carer's assessments, information, advice and support to carers in Croydon who are looking after a family member or friend who needs help due to illness, disability or old age. The post-holder will be based in a first floor office at the Carers Support Centre and will provide this service via email, telephone and face-to-face at the Carers Support Centre.

Main Duties and Responsibilities:

1. Provide information, advice and casework support to professionals and carers who contact us via email, telephone and in person.
2. Assess each enquiry individually to ensure that assistance given to carers is appropriate and of the highest standard.
3. Communicate specialist or complex information clearly and concisely.

4. Undertake “proportional” and “full” carer’s assessments in accordance with statutory, Croydon Council and Carers Information Service procedures.
5. Signpost and refer clients to other organisations within the borough and nationally.
6. Participate in regular meetings and liaison with other professionals involved with carer’s assessments services in Croydon.
7. Liaise and develop working relationships with professionals from other agencies to promote good inter-agency networking.
8. Maintain client case files in accordance with Carers Information Service policy.
9. Use our bespoke database to log enquiries and add or maintain records of carers and professionals.
10. Register carers with the Carers Support Centre and compile and send information packs to carers on request.
11. Along with the rest of the team, support our drop-in advice service on the ground floor of the Carers Support Centre by helping to provide lunch, holiday and absence cover when requested.
12. Keep up to date with relevant legislation, policy and practice in areas affecting carers and those they care for, thus ensuring that our information and advice giving service is accurate.
13. Participate alongside the rest of the team in special events for carers held at the Carers Support Centre, such as seasonal celebrations, Carers Information Day and Carers Week.
14. Work closely with the Carers Information Service team, including volunteers to develop our work in accordance with our aims and objectives.
15. Undertake other tasks where relevant and appropriate, in consultation with the Manager.
16. Comply with the policies and procedures of the Carers Information Service and the Whitgift Foundation.

The Carers Information Service 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.

The very nature of the Foundation’s work necessitates a high degree of confidentiality. Therefore, you will be expected to meet that requirement, by maintaining confidentiality regarding all aspects of the Carers Information Service, and Foundation business, whether in or out of work, in accordance with GDPR and The Foundation’s policies.

Additional Information:

As an employee by the Whitgift Foundation, the employment benefits are:

- 25 days holiday.
- Membership of a Group Personal Pension plan with Standard Life, which the Whitgift Foundation double matches your contributions to a maximum of 10% and provides 3 x salary life assurance cover.
- Membership of the Simply Health Optimise Cash Plan, whose benefits include annual cash payments towards medical, optical, dental and various therapy costs and access to GP services, face to face counselling and discounted gym membership.
- Access to an Employee Discount Club which offers discounts on a range of products and services including insurance, holidays and travel, fashion and retail.

Person Specification:

The person appointed will be expected to have the key skills, knowledge and experience listed below and to evidence them in the job application form.

KEY CRITERIA	DESIRABLE (D) ESSENTIAL (E)
Qualifications	Good level of education to at least A Level standard (D)
	Related professional qualifications or training (D)
Experience	Experience (gained in a voluntary, or paid capacity) of working with carers and/or people with a disability, illness or frailty (E)
	Experience of giving information and advice over the telephone and in person (E)
	Experience of working in an office environment as an effective member of a team (E)
	Experience of working with a broad range of people (E)
Skills and Knowledge	Excellent communication and inter-personal skills, especially when using the telephone (E)
	A strong working knowledge of issues affecting carers and those they care for (E)
	Thorough knowledge of the entitlements and services available to carers (E)
	Specialist knowledge in a key area such as carers assessments, welfare benefits, housing, health and social care, mental health (D)
	Self-motivated and able to work under pressure, independently and as a team member (E)

	Ability to communicate effectively and to establish relationships with a wide range of people (E)
	Excellent organisational and administrative skills, e.g. diary planning, record keeping, managing and setting priorities, maintaining case files (E)
	Good IT skills, using MS Office programmes (E)
	Maintaining professional standards and organisational policies and procedures, e.g. confidentiality, data protection and safeguarding (E)
	Knowledge of the work of relevant services such as the local authority, the voluntary sector and NHS (E)
	Awareness of current initiatives and legislation relevant to carers (E)
Personal Qualities	Able to deal with difficult situations and to stay calm when under pressure (E)
	Confident, friendly and outgoing (E)
	Efficient and well organised (E)
	Flexible and adaptable (E)
	To be polite and courteous, but firm when dealing with challenging clients (E)
	Self-motivated and able to use initiative (E)
	Punctual, reliable and trustworthy (E)
	A great sense of humour (E)