

JOB DESCRIPTION

Post Title: ADVICE, INFORMATION & SUPPORT OFFICER

Responsible to: Project Manager/CEO

Responsible for: The provision of information and support services to carers. Contributing to the creation and development of information resources for carers in Brent.

Post based at: Willesden Medical Centre, 144-150 High Road, Willesden, NW10 2PT. The post holder will be expected to on and off-site as part of the Centre's Outreach and other work programmes.

Salary: £25,000 pro rata, per annum.

Pension: Brent Carers Centre has a Stakeholder Pension Scheme and will contribute 3% of the post's salary. An employee needs to contribute a minimum of 2% of salary to their pension to receive the 3% contribution from Brent Carers Centre.

Duration of contract: Initial contract for the period 3 years, with possibility of extension subject to continued funding

Hours:

- 28 hours per week. This will involve working some unsocial hours in evenings and at weekends during Brent Carers activities, peer support sessions or at events, and also working during the day.
- Annual leave entitlement is 20 days per annum pro rata plus bank holidays.
- All appointments are made on the basis of satisfactory references, a 6-month probationary period and a satisfactory police check.

Purpose of Role:

To be the initial contact for referrals to Brent Carers Centre. To support and review the needs of Carers by responding to their personalised request for information, advice and support as required. To provide advice and support services which contribute to improving:

- Knowledge of their rights and entitlements as a carer;
- Their skills and abilities to provide care safely;
- Access to support they may need and what is available to them;
- The quality of their lives and well-being as a carer.

Main Duties

- Register all new Adult Carers, providing them with various information about Brent Carers Centre can offer them, depending on their circumstance, liaising closely with work colleagues and adult social care.
- To provide carers with accurate information, advice and support on a range of social welfare legislation and practice, including welfare benefits, community care and the local services and health support available in Brent, face to face, over the telephone, by email, in writing and by other media as appropriate.
- To advise, support and assist carers on completing Emergency Plan Form and understanding the importance of emergency planning.
- Provide home visits to visit carers where and when requested, completing relevant documentation.
- Provide 1:1 emotional support to carers with various needs liaising with colleagues and external agencies who may also be involved within the boundaries and limits of the role.
- To build up and maintain a database/directory of useful contacts and resources for carers.
- To assist with Carer events and respite activities.

Administration

- To answer and respond to telephone calls from carers and action outcomes.
- To assist/support team with photocopying, posters promoting events/groups.
- To contribute to updating Social Media sites such as the Website, Facebook and Twitter.
- To be self-supporting administratively and upload the database regularly.
- To be self-servicing in the use of IT such as Microsoft Word, spreadsheet and database programmes.
- To work collaboratively in accurately maintaining the services central filing system & records.

Data Management and Reporting

- To comply with all relevant confidentiality and data protection policies and procedures including those defined by law.
- To accurately record and enter all client contacts/casework using Charity Log database and other paper/digital systems to keep client and organisation data up-to-date and accurate.
- To collect and record relevant information for the purposes of monitoring & evaluation, service user outcome measurement, service improvement and quality assurance management.
- To produce reports and case studies as required by CEO and other key stakeholders.

Outreach & Networking

- To develop excellent working relationships with other voluntary sector agencies, local authority and health staff and employers and to work in partnership with them to promote, enhance the quality of services available to carers.
- To give presentations on who carers are and their needs; the work of Brent Carers' Centre and the support available in Brent, to a variety of audiences in the borough.
- To deliver advice surgeries and training events across the Borough.
- To ensure that the carers' information and support service is promoted amongst carers and professionals, including GPs surgeries, health professionals, local voluntary organisations, etc.
- Assist the team with the distribution of leaflets, posters around the borough.



- To promote all the services available to carers within Brent and neighbouring boroughs.
- Networking with a broad range of professionals with a view to implementing and developing new information services.
- To contribute in new ideas and activities which ensure that hidden carers and those from vulnerable or excluded groups have access to advice, information and support and to actively work to promote Brent Carers' Services Hub amongst these groups.

Working within Brent Carers Centre

- To work flexibly within the team supporting colleagues and sharing skills and knowledge as required to provide an effective and reliable service to all carers.
- To work collaboratively with the rest of the team on joint activities for carers in Brent.

General

- To attend and contribute to team, supervision and staff appraisal meetings.
- To be willing/able to travel around the borough to attend Home Visits/Welfare Checks.
- To be willing to work the occasional weekend / evening when required.
- To attend and contribute to training where appropriate as directed by your line manager or DCEO.
- To undertake any other appropriate duties commensurate with this post.
- To act at all times in accordance with all Brent Carers Centre's policies, procedures and quality marks.
- To work in co-operation and collaboration with colleagues from within Carers Trust, Carers UK and any other umbrella agency which Brent Carers Centre is a member of.



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Person Specification

	Essential/ Desirable	Application Documents	Assessment Test	Interview
Qualification				
GCSE's, A Levels or Diplomas	D	✓		
Min Level 2 Information, Advice & Guidance Qualification or 2 years advice giving experience	E	✓		
Relevant Experience				
Recent experience of providing information, advice and support to the public.	E	✓		✓
Sound knowledge of welfare benefits and the ability to undertake benefit checks	D	✓		✓
Good IT skills – using Microsoft Word and Excel spreadsheets etc.	E	✓	✓	✓
Excellent administration, monitoring, IT, and record keeping skills	E			✓
Experience of networking and developing excellent working relationships with a broad range of organisations.	E			✓
Experience of producing clear and accurate information resources in a variety of different formats for different audiences.	E	✓	✓	✓
Skills and Competencies				
Ability to organise own workload and commitment to working flexibly as part of a team	E			✓
Ability to work in different environments and deal with conflicting demands	E	✓		✓
Car driver/owner (or otherwise able to satisfy, with appropriate adjustments, requirements for travel associated with the role).	D			
Excellent problem solving skills, initiative and creative approach to working	E	✓	✓	✓
Excellent Listening & interpersonal skills	E		✓	✓