



Role description: Care and Support Adviser

Job title	Care and Support Adviser
Employment status	Permanent (subject to completion of 6-month probation)
Working pattern	21 hours per week (flexible) Between the hours of 9am-5pm, with occasional evening work (6-8pm)
Salary	£28,000 per annum pro rata (0.6 FTE)
Location	Office-based (London) or hybrid. Travel will be necessary to office-based team meetings in London and training days as required
Reports to	Helpline and Programmes Manager
Benefits	5% employer pension Access to cycle to work scheme (after probationary period) Access to Employee Assistance Programme (after probationary period) 24 days annual leave (pro rata), in addition to bank holidays, increasing after 5 years of service

About the role

Do you want to empower and support older people needing care and their families?
Are you passionate about using your advice skills to improve people's experience of care?
Join our team!

You would be welcomed into our small, dedicated, friendly team. You would provide information, advice and support to people across the UK, primarily the relatives and friends of older people needing care. You would help people to understand the care system, their rights and entitlements, and guide them through problems they are experiencing with care services.

We use an empowering model of advice, helping clients to identify what they want to achieve and how to go about it. We aim to give people the knowledge and confidence to take control of their own situation. We also provide additional support to those who need it (such as letter writing).

You would be at the heart of Care Rights UK's work, delivering our core advice and support service. You would work alongside colleagues who are experts in their field, with dedicated time for co-learning and sharing knowledge and skills.

www.carerightsuk.org | team@carerightsuk.org | 0207 359 8148

Twitter: @CareRightsUK | Facebook: <https://www.facebook.com/CareRightsUK>

Care Rights UK is a registered charity in England (1020194) and a company limited by guarantee (2813362)

This is an exciting period of change for the charity, as we invest in growing our advice and support service. You would help us to diversify and increase our reach across the UK. You would work closely with our small team to ensure our advice and support service aligns with our campaign, policy and communication work, as the charity pushes for a better care system.

The ideal candidate will be a positive, resilient, can-do person, with a passion for using their advice skills to champion the rights of people needing care.

We value equality and diversity. We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, disability, or carer status.

Role description

Responsibilities:

- Develop and maintain a high level of knowledge of the care sector and issues affecting older people needing care and their relatives including financial assessment, eligibility criteria, funding, legislation, regulation, care standards, rights, safeguarding, best practice
- Provide professional advice services over the telephone, email and on-line, and additional support to clients (such as letter writing) where there is an identifiable need
- Maintain up-to-date and accurate records of services provided on our database, and supply data and qualitative information for reporting and service management purposes
- Follow agreed procedures and working practices, and refer safeguarding issues in line with organisational policy and procedure
- Identify and minimise risk within the work and report any concerns to the Director
- Work with colleagues to ensure learning and insights from our advice and support service are fed into our policy, campaign and communication work
- Assist with communication work, including writing case studies, inputting to reports and publications, updating the website, drafting blogs and content for newsletters, helping to manage the charity's social media accounts
- Assist with building relationships with key stakeholders and attend meetings and events to represent the charity and promote our services, acting as a spokesperson as required
- Assist in the delivery of the operational plan and fundraising plan, including promoting membership and income generating activities and inputting to funding reports
- Undertake other duties that may be necessary from time to time

Person Specification

Essential criteria:

We would expect candidates to explain in their application how they meet most of the criteria listed below

- Commitment to Care Rights UK's vision, purpose and values
- Experience in an advice or advocacy role (paid or unpaid)

- Ability to communicate clearly, deal sensitively with emotionally charged situations, manage difficult conversations and to demonstrate empathy and emotional resilience
- Ability to support people in a way that inspires trust and confidence, motivating and empowering others to take actions for themselves
- Experience of working in challenging environments with an emphasis on excellent service delivery
- Ability to take ownership over tasks and prioritise competing demands
- Experience of working independently, working on own initiative and maintaining motivation
- Experience of working effectively as a member of a team and a positive, problem-solving approach
- IT proficient with good knowledge of Microsoft Office programmes, including Word, Excel and Teams
- A strong commitment to confidentiality, respecting the privacy of clients and data protection

Desirable criteria:

These are 'nice to have's' – you may reference these in your application too

- Knowledge of care law and regulation in one or more of the jurisdictions of the UK
- An interest in, or direct/indirect experience of, adult social care
- Experience of engaging with people needing care or their relatives
- Good data entry skills and knowledge of databases and spreadsheets
- Experience of working for a small charity
- Experience of working part-time in a fast-paced environment

Other requirements:

- A strong commitment to equality, diversity and human rights
- Entitlement to work in the UK
- Ability and willingness to work to local policies and procedures, including confidentiality, safeguarding, lone working and health and safety
- Successful applicants will be required to undergo a Disclosure and Barring Service check

How to apply

We look forward to receiving your application!

To apply, please send us the following via email:

- A cover letter that explains how you meet the criteria in the person specification above
- Your CV

“Working with my colleagues at Care Rights UK is a such an honour. The shared values, enthusiasm and passion of staff, volunteers and those that support the charity to bring about change is perpetually inspiring. Expanding our dedicated team is a really exciting time, and hope that you will join us.”
Emma Williams, Helpline and Programmes Manager at Care Rights UK

The cover letter plays a key part in our selection process. We use the information you provide in the letter about your skills and experience to decide whether or not to invite you for an interview. It is important that you explain in your cover letter how you meet the essential criteria outlined above, giving specific examples from your past experience. Your letter should be no longer than 3 pages.

Please send your cover letter and CV to our director, Helen Wildbore, to team@carerightsuk.org

Closing date: 5pm, Monday 17 June 2024

Interviews will take place on 1 or 2 July (time to be confirmed with shortlisted candidates).

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application.

Hearing from us

As a small charity, unfortunately we will be unable to reply to all candidates about their application. If you haven't heard from us by 28 June, please assume that your application has not been shortlisted on this occasion.

About Care Rights UK

Our vision

The best quality of life for older people needing care.

Our purpose

Care Rights UK is your care champion, the charity focused on defending the rights of people in care.

We want people to know their rights and how to use them. We offer information, advice and support to empower people using care services and the relatives and friends who help them.

As a community of families and experts, we have joined forces to fight for better lives for people in care. We identify poor care and highlight good practice, and demand a better care system.

Our values

Well-informed

We value knowledge, particularly from people's every day experiences of care and support services. We are trusted for our expertise on care and rights, and for our integrity.

Independent

We're proud of our independence. It gives us the freedom to speak out, adapt to changing circumstances and work with others to make care services better.

Courageous

We fight for change where it's needed so that people who need care and support have their rights respected.

Empowering

We value each other and are more powerful together. We listen and we support one another. Our community makes us stronger.

More information

Information about our staff team and Board of Trustees is available on our [website](#).

Information about our three-year strategic plan is on our [website](#).

If you would like an informal chat to learn more about the role, please contact us on team@carerightsuk.org or call 0207 359 8148.

We wish you the best of luck with your application and we look forward to hearing from you.

"Leading the small, dedicated, friendly team of staff and volunteers is a real privilege. As we invest to grow our support services, and expand our wider team, now is an exciting time to join us. We are looking forward to welcoming a new member to the team."
Helen Wildbore, Director of Care Rights UK