



Carers Advice & Assessment Worker

Job Description

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| HOURS: | Full time, 35 hours per week Monday to Friday 9am – 5 pm Some flexibility may be needed for occasional evening / weekend carer activities. |
| WORKING PATTERN: | 4 days working in the office with the option for 1 day WFH, subject to change. |
| ANNUAL LEAVE: | 25 days |
| SALARY: | £32,754 |
| RESPONSIBLE TO: | Carers Advice & Assessment Team Leader |
| POST BASED AT: | Carers Support Centre, 24 George Street, Croydon CR0 1PB |

Overall Purpose

The Carers Information Service was established in 1997 and 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, carers assessments, respite care, advice surgeries, specialist publications, workshops, meeting room and office hire. We are part of The John Whitgift Foundation and are supported by Croydon Council.

The postholder will be part of the Carers Assessment and Advice Service and will deliver services in line with John Whitgift Foundation, Croydon Council and Care Act requirements. The post will involve carrying out Carer's Assessments, giving advice, information and support to adult carers who are looking after a relative, partner, friend or neighbour of someone who needs help due to illness, disability, or old age.

Main Duties and Responsibilities

Carers Assessment Service

1. Undertake mandatory training delivered by Croydon Council, including Trusted Assessor and Using LAS (Croydon Council database).
2. Liaise with Croydon Council staff, including commissioners, to ensure compliance with all legal requirements including GDPR and Information Sharing agreements.
3. Contact referred clients to undertake an initial “proportionate” assessment which will include initial information gathering about the client’s situation and caring role, provision of information and advice and explanation of the “full” assessment process.
4. Progress to a “full” carer’s assessment if required, which will include booking telephone or face-to-face meetings with the client and then carrying out the assessment.
5. Assess client under the carer’s assessment statutory guidelines for a carer’s direct payment (RAS). Use Croydon Council’s system to submit RAS payment requests following completion of carers assessments.
6. Use the information provided by clients in carer’s assessments to express the client’s needs to the local authority.
7. Upload the assessment onto the Croydon Council database (LAS) and follow all statutory procedures required, including obtaining CIS manager approval.
8. Communicate with colleagues across different service levels within the local authority to resolve RAS payment queries in a timely manner.
9. Assess respite enquiries and refer to the CIS respite service where appropriate.
10. Ensure all data recorded is inputted with accuracy and regularly maintained in accordance with GDPR regulations.
11. Produce monitoring information for quarterly reports to Croydon Council, including statistical data and client case studies.
12. Provide information, advice and casework support that arises out of the carer’s assessment.
13. Identify and report any safeguarding concerns and disclosures that arise out of case work or the carer’s assessment.
14. Work as a team with other Carer’s Assessment and Advice Workers.

15. Participate in regular meetings and liaison with other professionals involved with carer's assessment services in Croydon.
16. Keep up to date with relevant legislation, policies and practice in areas affecting carers and those they care for, thus ensuring that our information and advice-giving service is accurate.
17. Liaise with and develop good working relationships with professionals from other organisations and services to promote good inter-agency networking.
18. Maintain electronic and paper case files in accordance with Carers Information Service policy.
19. Enter and amend data held on the CIS database, which incorporates the register of carers and professional contacts, and which is used to generate quarterly statistical returns for funders and other stakeholders.
20. Participate alongside the rest of the team in special events for carers held at the Carers Support Centre, such as seasonal and cultural celebrations, Carers Information Day, and Carers Week, which help to reduce social isolation and encourage a network of peer support.
21. Attend staff meetings and participate in whole team planning and strategic development of the service in accordance with our aims and objectives.
22. Undertake relevant training and development opportunities, as identified in supervision.
23. Act as a Fire Warden for The Carers Information Service / Carers Support Centre.

Advice Service Responsibilities

1. Provide advice, information, and support to carers of children and adults who are looking after a family member or friend who needs help due to illness, disability, or old age. The post-holder will provide this service via email, telephone, online and face-to-face.
2. Help to run or facilitate carer workshops.
3. Work as part of the team to cover the Advice Desk in the Carers Support Centre.
4. Provide a friendly and efficient welcome to any visitors to the Carers Support Centre. Ensure that visitors from other organisations are directed to the right person or service within the building and re-direct members of the public to alternative services where necessary.
5. Respond to drop-in enquiries from carers, professionals and members of the public who come into the Carers Support Centre, during our opening times.

6. Ensure that carers' needs are effectively assessed to give information and advice about any aspect of caring and make referrals on behalf of carers or signpost carers to relevant agencies/organisations/services, both locally and nationally.
7. Undertake basic benefit checks and refer to other local specialists in the field for specialist advice/form completion.
8. Where necessary, provide a casework style of support to individual carers who need more in-depth assistance with issues that are affecting them.
9. Register carers with the service and issue an information pack and membership card, ensuring where required that carers are added to our email marketing channel (Mailchimp)
10. Process RADAR key purchases at the drop-in desk, receiving money, issuing receipts and monitoring supplies.
11. Liaise closely with the CIS volunteers who deliver centre-based activities, such as the Carers Café.
12. Ensure all duties are carried out in accordance with Health and Safety regulations.
13. Undertake other tasks where relevant and appropriate, in consultation with the CIS Manager.
14. Comply with the policies and procedures of the Carers Information Service and the John Whitgift Foundation.

Person Specification

| Key Criteria | Essential | Desirable |
|----------------------|--|---|
| Qualifications | A' Level qualification or equivalent. | Related professional qualifications or training. |
| Experience | <p>Experience of working in a frontline advice and information giving role.</p> <p>Experience of working with carers and/or children/adults with an illness, disability or age-related frailty.</p> <p>Experience of working within a diverse community.</p> <p>Experience of working with external agencies, e.g., NHS, Local Authority, Voluntary and Community Sector.</p> <p>Experience of customer care.</p> | <p>Experience of working for a charity.</p> <p>Experience of working in a small team.</p> <p>Experience of dealing with the public.</p> |
| Skills and Knowledge | <p>Understanding and knowledge of the issues affecting informal carers of people with an illness, disability, or age-related frailty.</p> <p>Excellent inter-personal and communications skills, both written and verbal with a wide range of stakeholders.</p> <p>Ability to establish relationships with a wide range of people.</p> <p>Excellent attention to detail and able to undertake structured processes e.g., database use, form-filling.</p> <p>Self-motivated and able to work under pressure, independently and as a team member.</p> <p>Excellent Word, Excel, and database skills.</p> <p>Excellent organisational and administrative skills, e.g., diary planning, record keeping, managing, and setting priorities, maintaining case files.</p> <p>Understanding of GDPR and safeguarding.</p> | <p>Knowledge of Croydon based services.</p> <p>Knowledge of the entitlements and services available to carers e.g., welfare benefits, housing and grants, health, education, social care and mental health services.</p> <p>Knowledge of the work of relevant services such as the local authority, the voluntary sector and health providers.</p> <p>Awareness of current initiatives and legislation relevant to carers and the people they care for.</p> |

| Key Criteria | Essential | Desirable |
|---------------------------|--|-----------|
| Personal Qualities | <p>Good sense of humour and able to demonstrate warmth and empathy towards others.</p> <p>Able to work as part of a small, busy team.</p> <p>Able to build productive working relationships across a range of stakeholders.</p> <p>Able to deal with difficult situations and to stay calm when under pressure.</p> <p>Able to follow instructions and work effectively on own initiative without close supervision.</p> <p>Able to effectively organise own workload.</p> <p>Prepared to work flexibly.</p> | |

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 John Whitgift 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 John Whitgift Foundation business, whether in or out of work, in accordance with the Data Protection Act and The Foundation's policies.

This post is exempt from the Rehabilitation of Offenders Act (ROA) (as amended) and appointment is subject to satisfactory outcome of an enhanced Disclosure and Barring Service (DBS) (check of all criminal records).

John Whitgift Foundation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

Further Information

Hours of work are Monday to Friday, 9am – 5pm with 1 hour (unpaid) for lunch.

As an employee of the John Whitgift Foundation, the employment benefits are:

- 25 days holiday plus bank holidays
- Membership of a Group Personal Pension plan, which John Whitgift Foundation double matches your contributions to a maximum of 10% and provides 3 x salary life assurance cover
- Membership of Bupa Health Plan, which gives financial assistance towards medical, optical and dental costs and a free 24 hour advice line
- Access to an Employee Discount Club which offers discounts on a range of products and services including insurance, holidays and travel, fashion and retail