

## Job Description

<b>Job Title</b>	Information and Advice Officer
<b>Contract</b>	Permanent, Part-time: 24 hours
<b>Salary</b>	£25,541.42 (FTE £16,567.41)
<b>Location</b>	<p>Hybrid working from the Hertford Office/home after successful probation.</p> <p>- Hertford office, 119 Fore Street, Hertford, SG14 1AX</p> <p>At times you may be required to work</p> <ul style="list-style-type: none"> <li>• In the community</li> <li>• At your home</li> <li>• At any Carers in Hertfordshire listed ‘touch down’ stations.</li> </ul> <p>In addition, the organisation may open new locations from which you may also be expected to work if these are within a 20 miles radius of the Headquarters. The specific detail of how much time is spent at each location will be agreed with your line manager as required.</p>
<b>Reporting To</b>	Advice Manager and Safeguarding Lead

### The Role

The purpose of this role is to ensure that unpaid carers have access to the information and advice they need when they need it and to help them carry on caring for how long as they wish to do so whilst looking after their own health.

### Main duties

- (i) To be the first point of contact for all unpaid carer wishing to access a service provided by Carers in Hertfordshire
- (ii) To identify carers’ needs and provide information, advice and support to unpaid carers, primarily by telephone and email
- (iii) To support unpaid carers with advice through case work and to manage own caseload, prioritising cases as appropriate.
- (iv) To contribute to capturing unpaid carers’ experiences through careful record-keeping using organisational systems.
- (v) To source, collate and maintain organisational knowledge of local and national service provision appropriate to unpaid carers’ needs.
- (vi) To attend some meetings and events for unpaid carers.
- (vii) To support the early identification of unpaid carers through the maintenance of collaborative relationships with other service providers and the provision of information on unpaid carers’ issues to Carers in Hertfordshire’s provider networks.

- (viii) To ensure unpaid carers are aware of all Carers in Hertfordshire services and can use them, according to their wishes.

### **Person Specification: Competencies**

Whilst the information above gives you the key tasks we offer full training and are focussed on the values and skills below so please use the information below to guide what kind of evidence you use to show your suitability for the post.

- Communicates with carers using empathy and sensitivity.
- Provides accurate and high quality internal and external communication at all times.
- Demonstrates open, honest and approachable and trustworthy behaviour.
- Raises awareness of what unpaid carers do to all external contacts.
- Listens attentively to identify priorities from complex carer situations and is able to reflect back and summarise carers' concerns.
- Understands the boundaries that must exist in carer relationships and respects confidentiality.
- Empowers carers by providing them with enough information to make an informed choice and manages carers' expectations.
- Always remains calm under pressure.
- Effective administrative skills and a good standard of IT skills including MS Office and the internet
- Views problems as challenges and proactively seeks creative solutions.
- Has active ways of preserving own wellbeing.
- Full UK driving license and access to a vehicle is essential.

**Please note:** This Job Description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the charity.

### **Equalities Statement**

Carers in Hertfordshire is a flexible employer, committed to openness and equality of opportunity in every activity, from the way we recruit and promote employees to the way we deliver our services. It is a core responsibility of members, employees, and volunteers of the charity to ensure that every individual we come into contact with is treated with dignity and respect. We want our organisation to reflect the diversity of the population we serve, and we welcome applications from people from all backgrounds and diversities.

### **Mission statement**

Vision for the future Carers in Hertfordshire is concerned first and foremost to support the carer, whatever the caring circumstances or the condition of the person receiving care. We aim to ensure that all carers in Hertfordshire are recognised and valued; are informed and supported in their caring role; have an opportunity for a life outside caring; can exercise a collective voice; and can be involved in consultation and planning to ensure high quality support services for themselves and the people they care for.

### **Health and Safety**

The post holder is expected while at work, to take reasonable care for the Health and Safety of themselves and other colleagues who may be affected by their acts or omissions at work.

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