

Job Title: Carer Information Coordinator

Reports to: Information and Advice Manager

Contract: 18-month Fixed Term Contract (FTC)

Hours: Full time, 37 hours per week

Salary: £31,098 FTE per annum

Location: Remote, with periodic days in West Sussex as required

Job Purpose

“Information is King” - In the fast-changing world of digital information and artificial intelligence, be a vital part of Carers Support West Sussex’s goal to ensure that carers receive high quality information in a variety of formats. Help us to embrace the use of Digital Technology and Artificial Intelligence to allow carers to access information in a variety of ways acknowledging that carers may not be able to contact us during core office hours.

In the role of Carer Information Coordinator, you'll be instrumental in scoping and developing our creation of information resources, working closely with our skilled staff team to ensure that the information is accurate, relevant and well presented.

Through the work of this role, we will reach and support more carers, provide easy access to information and advice, enable better navigation of services by carers, and help carers feel better connected. Carers will be better able to find information digitally at a time that works for them.

This role works within our Information and Advice Team and provides line management to two experienced welfare benefits advisors.

This hybrid role combines remote work with occasional travel to in-person meetings and activities, which may include some weekend engagements.

Key Responsibilities

- **Content Creation and Management:** Develop and manage e-learning content and information resources for carers and staff.
- **Collaboration:** Work with external partners, carer service teams, comms and HR to collate information to develop to manage a range of information resources and e-learning content for staff and carers.

- **Co-production:** Work alongside the Engagement & Volunteer Team to explore and collate carer insights to inform and include carers in content creation.
- **Digital Presentation:** Ensure information is presented in a range of accessible digital formats and is disseminated to a range of stakeholders through a range of on and offline media, including an e-learning platform.
- **Awareness Raising:** Raise awareness of Carers Support West Sussex and the services offered to carers
- **Trend Spotting:** Horizon scan to spot social and news trends and understand developing opportunities for new ways to share information
- **Line Management:** Provide day-to-day operational management of two Benefit Advisors, ensuring that KPIs are met, and carers receive a high-quality service in line with latest administrative and legislative guidance.

Education

- A good all-round education including GCSE's (or equivalent)
- Interest in social care and health, particularly as it relates to working with carers and adults

Skills and Experience

- **Line Management:** Good people manager who can encourage, support, and develop a small team
- **Understanding of Carer Needs:** Deep understanding of the importance of good quality information for unpaid family carers, the challenges and joys of being a carer and how to best promote the recognition and valuing of carers within West Sussex communities.
- **Written Skills:** Able to produce accessible, engrossing written information content that meets standards and organisational values
- **Digital Skills:** Able to produce high-quality, inclusive content in formats such as e-learning, video, audio, infographics, photo editing, suitable for different digital channels
- **Collaboration:** Ability to work effectively with various teams and stakeholders.

Personal Qualities

- **Communication:** A natural communicator who is sensitive to people's individual situations and who values the contribution of all stakeholders.
- **Inclusion:** Able to work across a diverse of communities and to work in an inclusive working environment. An ability to work collaboratively with colleagues is essential.
- **Accurate:** Excellent communication skills and a strong attention to detail.
- **Adaptability:** Ability to adapt to changing trends and technologies in digital information sharing.
- **Time Management:** Ability to plan, prioritise, and deliver multiple projects and work to deadlines

- **Empathy:** Strong understanding of the needs of carers and passionate about improving the wellbeing of others
 - **Values:** Work in a way consistent with the organisation's culture and values
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Additional Information

- **Training and Development:** Opportunities for professional development and training.
- **Flexible Working:** Flexible working hours and remote working options.
- **Supportive Environment:** Work in a supportive and collaborative environment with a focus on making a positive impact on the lives of carers