

# Carer Wellbeing Worker - Helpline

## Information & Advice Team



### **Purpose:**

- Work as part of a Helpline team to provide efficient and effective cover to the 'front-door' to CSWS, providing a first point of contact for carers and professionals via our Countywide telephone and email service, online portal and chat services.
- Undertake work from a queue allocation with clear KPIs on a rota basis, including evening and Saturday shifts on rotation.
- Provide a professional, time-limited and informed service for carers who contact the helpline for a variety of reasons and who may be distressed or in need of safeguarding support.
- Build internal relationships and share good practice and work collaboratively with the wider staff group.

### **Responsibilities and Duties**

- Work within a team to provide carer registration and support to carers via a variety of methods (phone, email, online chat) following the 'Tier 1' conversation model – addressing only the most pressing need before referring/signposting onwards, including referrals to our Community and Health Teams.
- Supported by a Shift Manager, respond with a professional, time-limited and informed service for carers who contact the helpline for a variety of reasons and who may be distressed or in need of safeguarding support.
- Provide guidance to professionals outside of the organisation, answering queries about carer's support or related areas.
- Follow Carers Support West Sussex processes to record activities on in house database systems. Accurately record all interventions on CSWS Client Record Management System to enable timely and informative reports on the services provided.
- Use a range of outcome-based tools to evidence your work and as a framework to support carers to create a personal plan to identify and achieve positive change. Demonstrate the impact the service has made through feedback surveys, case studies and collating general feedback.
- Focus on outcomes for the carers, appropriately triaging and signposting them to relevant services making dynamic decisions about the suitable pathway for a carer. Work closely with colleagues to ensure carers receive timely support.
- Provide mentoring and support to volunteers who work within the team to provide services to carers.
- Promote the principles of Think Carer across all networks and proactively identify carers and opportunities through partnership working, outreach, community connections and networking, promoting carers as expert partners in care.

- Work within Carer Support West Sussex's Policies and Procedures, being mindful of confidentiality, data protection, equality and diversity in all areas of work. Follow processes and procedures to ensure that adults and children are safeguarded and the health and safety for staff, volunteers and carers is considered.

## **Person Specification:**

### **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**

- Experience of motivating, empowering and supporting people to achieve goals
- An understanding of the impact of caring on the lives of family and friends
- Able to work collaboratively to provide evidence of the impact of the work done to support carers
- Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others
- Able to work autonomously when required
- Highly competent in use of IT and experience of using a database or CRM system and a willingness to develop further
- Ability to readily travel, including rural locations and out of office hours.

### **Personal Qualities**

- A natural communicator who is sensitive to people's individual situations and who values the contribution of all stakeholders
- Able to work across a diverse of communities and to work in an inclusive working environment
- Excellent organisational, planning and time management skills and ability to make decisions
- Embraces teamwork and working collaboratively
- Able to remain calm and in control in a crisis and to be measured in your response
- Confident, energetic and passionate about improving the wellbeing of others
- Work in a way consistent with the organisation's culture and values