Carers Support
West Sussex

Carer Wellbeing Assessor

Welcome from the CEO

Thank you for your interest in joining Carers Support West Sussex (CSWS). By applying for this role, you're taking a step toward making a real difference in the lives of unpaid carers across our county. Every day, carers face challenges that can feel overwhelming—emotionally, financially, and practically. At CSWS, we believe no one should face those challenges alone.

We are a values-led charity, rooted in compassion, respect, and partnership. Our mission is to ensure every carer in West Sussex feel seen, supported, and empowered. Whether it's a young adult caring for a parent, or someone supporting a partner with dementia, we are here to listen, to help, and to advocate.

This role is an exciting opportunity to shape how we share knowledge and build confidence among carers and those who support them. You'll be joining a passionate, collaborative team committed to co-producing solutions with carers and delivering high-quality, accessible information that makes a difference.

We look forward to hearing from you.

Caroline Pope, CEO

About Carers Support West Sussex

Carers Support West Sussex is a charity supporting over 30,000 unpaid carers across the county. We work in partnership with the NHS, local authorities, and community organisations to ensure carers are recognised, valued, and supported.

Our Vision

Our vision is to bring the day forward when unpaid carers are seen, heard, and included.

Our Purpose

To improve the lives of unpaid carers in West Sussex by providing emotional support, practical advice, and opportunities to connect.

Our Values

At Carers Support, carers are at the heart of everything we do.

- We focus on what matters – listening to carers and acting on what they need.
- We work together – with carers, communities, and partners to create real change.
- We lead with purpose – identifying opportunities and enabling carers to be seen, heard, and supported.

Our behaviours reflect who we are:

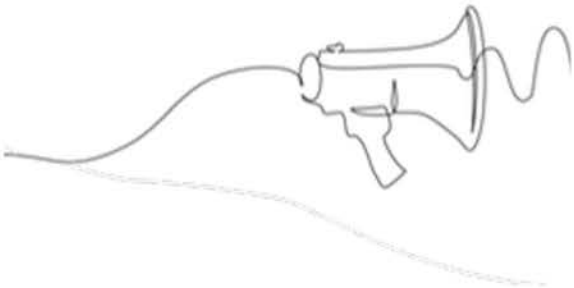
- Quality – striving for the best in all we do.
- Inclusivity – respecting every person and perspective.
- Caring – improving lives with compassion.
- Integrity – acting with honesty and consistency.
- Loyalty – building trusted, lasting relationships.
- Innovation – always learning, always improving.

Changing the story for unpaid carers

At Carers Support West Sussex, we believe that unpaid carers deserve to be recognised, respected and supported. Our mission is not only to provide services but to be a strong, united voice for carers across the county. Funded by West Sussex County Council, National Lottery Community Fund and other grants, we work every day to raise awareness of the challenges carers face and to influence real, lasting change.

We have an active Carers Voice Network and together with information provided through direct feedback from carers we understand the challenges that carers in West Sussex face.

We use this intelligence to advocate on behalf of more than 30,000 carers in West Sussex — helping decision-makers understand the reality of caring and pushing for improvements to the systems that affect their lives. This includes engaging directly with local MPs and government bodies to bring carers' experiences and concerns to the forefront.



Amplifying Carers' Voices Where It Matters Most

Recent highlights of our advocacy work include:

- Presenting evidence from West Sussex carers to a government select committee on the impact of Carers Allowance overpayments.
- Partnering with NHS colleagues to ensure hospitals involve carers in discharge planning and decision-making.
- Supporting national campaigns around carers and poverty and regularly briefing MPs on the local impact of government policy.
- Empowering our staff across the county to speak up for carers in every partnership meeting, community event, and strategic forum.

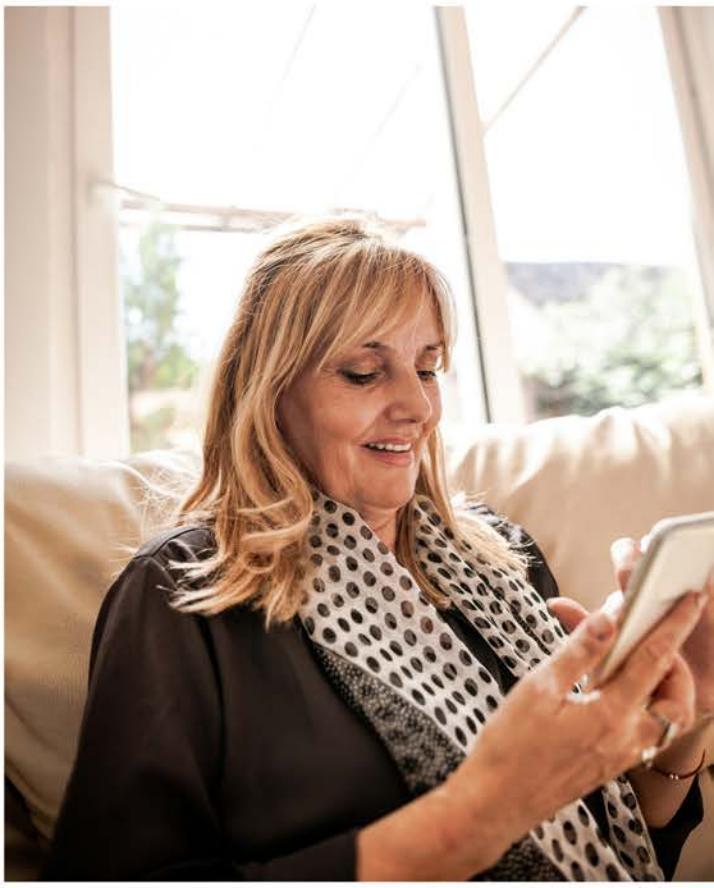
Join Us in Driving Change

When you work with Carers Support West Sussex, you're not just joining a team — you're becoming part of a community. You'll play a role in making sure unpaid carers are seen, heard and included at every level of decision-making. Together, we'll keep raising carers' voices, championing their rights, and helping to build a society that truly values the care they give.

Case Study

From overwhelmed to empowered: how a Carer Assessment changed Sue's life

Sue leads a hectic life, juggling multiple caring responsibilities alongside her work and volunteer commitments. Always generous with her time, she's constantly caring for others. However, Sue wanted to make changes so she could spend more quality time with her beloved husband, Ted. To make this possible, Sue decided to undergo a Carer Assessment. Reflecting on the experience, she shared: "It was incredible how much of a difference just having the conversation made... I feel less alone and now have a clearer understanding of the support available."



Sue's decision to have an assessment

One of Sue's volunteering roles involved organising events for unpaid carers, which led to an unexpected conversation with one of the Carers Support wellbeing workers. This casual chat sparked a moment of reflection, where Sue realised just how much support she was providing daily. She concluded that the weight of her responsibilities had become unsustainable, and significant changes were needed.

Sue felt understood

A convenient time was arranged for Sue's Carer Assessment (CA), and she spoke with a CA assessor from the team. Reflecting on the experience, Sue shared: "That lady in the CA team was incredibly insightful with her questions and responses, and I really felt understood. She was able to explain why I felt the way I did about certain things, like not wanting to give up work, even though it would free up more time for me. I'd been feeling guilty about not wanting to retire, and she helped me understand why. Now, I've decided that I'll make my own decision about when to finish working, without letting others' opinions make me feel guilty. The CA assessor truly understood all of my concerns and guilt. She also suggested Cruse, something I had considered but never acted on. Seeing it written down has motivated me to act."

Case Study

How the assessment helped Sue

After completing the Carer Assessment, Sue was pleasantly surprised by how much it helped. She reflected, "I couldn't have asked for a better service. It's made a huge difference in my life. I feel less alone and now know more about the support available to me. The idea of a weekend break is really exciting, and while it will be challenging, we're going to do it. It's something to look forward to, and I'm enjoying the process of planning it."

Following their discussion, the assessor took action to arrange the support Sue had agreed to, including:

- Requesting a one-off Direct Payment to help fund a weekend getaway for Sue and her husband, so they could enjoy some quality time together.
- Sending Sue the Carers Emergency Contact Card (CECC) form to complete and return as part of her contingency plan.
- Providing contact details for Cruse bereavement counselling.
- Sharing additional resources on Carers Support, contingency and emergency planning, Autism Service Directory, and Aspens Services.

As Sue mentioned, the Carer Assessment made a remarkable difference in her life. She expressed her gratitude, saying, "Thank you for listening."

Carers Support West Sussex mini-impact report

2024–2025

Carers Support West Sussex

A snapshot of the key numbers achieved

Carers Support West Sussex is a vital charity dedicated to enhancing the lives of unpaid carers across the county. In partnership with West Sussex County Council, they offer a comprehensive range of services, including a helpline, carer assessments, benefits advice, and emotional support.

With **96%**

of carers reporting feeling heard and supported

Carers Support West Sussex is instrumental in empowering carers and improving their well-being

Tracy,
carer who accessed our services

"Feel able to make a more informed decision about my father's care following speedy advice and support from your team. I feel less stressed and tearful and cannot thank you enough."

Here is a snapshot of the key numbers achieved by Carers Support during the last year.

Information and advice:

32,593 Carers registered with Carers Support West Sussex

4,066

New carer registrations

76,089

Individual contacts were made with carers. (Number equates to emails and phone calls)

64,017

Website visits and 9,788 social media followers in total

497

Carer groups/events/ workshops were hosted for carers, with 3,110 total attendances by 988 unique carers

Helping carers to be heard and valued:

1,220 carers were supported with hospital discharge planning

82% carers said I felt supported to be able to engage with NHS staff and discharge planning

242 number of organisations Carers Support actively worked with

54 GP surgeries given 1:1 support to make improvements in carer identification and support **140** Primary Care Professionals completed our online awareness training

840 carers were supported by the carer benefits advice service and achieved an additional annual income of **£1,415,332** for carers

8,322 minutes of telephone befriending supported **43** carers from the Check in and Chat volunteers

Adding value to West Sussex Communities:

A strong local employer.
The most recent bi-annual staff engagement survey shows **92%** of employees are satisfied with Carers Support as a workplace

We have had a total of **52** volunteers support our services in 2024/25 gifting an incredible **1,064** hours

Practical Support to manage the caring role:

47 carers attended the five-week carer coaching programme

1192 Statutory Carer Assessments were conducted by the Carer Assessment team

93% carers said the support provided as part of a carers assessment has helped me to feel more able to continue in my caring role

743 carers received grants, funding or equipment with **£648,481** allocated to carers

96% said I feel more informed about the financial support I may be able to access

1013 carers received a Carers Emergency Contact Card

Amy, a carer who attended coaching

" I feel validated, listened to and heard, and supported in a very non-judgemental and warm way. "

Scan the QR code to read more about the work we have done in 2024/25

Commitment to Diversity & Inclusion

At Carers Support West Sussex, we are proud to champion a culture of equity, diversity, and inclusion. We actively welcome applications from individuals of all backgrounds, including those from ethnically diverse communities, LGBTQ+ individuals, people with disabilities, neurodivergent candidates, carers, and those with lived experience of mental health challenges.

We understand that candidates may require adjustments to the interview process—for example, to support those with sensory sensitivities, learning disabilities, anxiety, or caring responsibilities—and we are committed to offering flexible arrangements to ensure everyone has a fair opportunity to succeed.

Our inclusive recruitment practices include involving carers and volunteers in a proportion of carer-facing roles, and we continuously review our materials and processes to reflect the diversity of West Sussex

Interview process

First-round interviews will be held online via Microsoft Teams lasting approximately 1 hour. You will receive the names of the interview panel members, and the the interview questions in advance so that you may prepare.

During the interview we will ask you further questions to fully understand you and how you would best manage the role you have applied for. Some roles may include a short task, or a presentation, which we'll let you know about ahead of time.

You may wish to look at the National Careers Service Star Method to prepare for the interview and to show your skills on a CV or application form.

The STAR method | National Careers Service

Commitment to Diversity & Inclusion

Adjustments

We are committed to making our recruitment process accessible. If you have a disability or long-term health condition, please let us know about any adjustments you may need. Examples include:

- Using captions during the interview
- Extra time for tasks
- Alternative formats for documents

Following the interview, the recruiting manager will contact you via phone or email (as you prefer) to let you know the outcome of the interview and to give brief feedback on your interview.

How We Work

At Carers Support West Sussex, we believe that the best outcomes happen when we work together—with carers, with communities, and with each other. Our approach is rooted in partnership, co-production, and a deep respect for lived experience.

We are a carer-led organisation. This means we listen first. We take time to understand the challenges carers face and shape our services around what matters most to them. Whether it's through one-to-one support, peer groups, or digital tools, we aim to meet carers where they are and walk alongside them.

We work collaboratively across teams and with external partners to ensure carers receive joined-up, holistic support. We value curiosity, creativity, and continuous learning. We encourage staff to bring their whole selves to work and to contribute ideas that help us grow and improve.

We are committed to equity, diversity, inclusion and belonging. We know that carers come from all walks of life, and we strive to create services—and a workplace—that reflect and respect that diversity.

Job description & Person spec

Job Title: Carer Wellbeing Assessor | Carer Assessment Team

Purpose:

- ·To work within a specialist, countywide team, delivering high-quality statutory and preventative carer assessments in line with the Care Act 2014, ensuring best value and positive outcomes for carers.
- Conduct brief, structured assessments rather than extended client interactions—ideal for individuals who thrive in a fast-paced environment.
- Identify carer eligibility and needs using the assessment framework, providing proportionate support through tailored Information, Advice & Guidance, Carer Grants, Equipment, Direct Payments, and contingency planning.
- Where required, create personalised support plans with carers.
- Build strong internal relationships, share best practice, and collaborate with the wider team.

This is a home-based role with occasional travel across West Sussex for meetings and home visits. While work is countywide, a base in the Mid Sussex area is preferred, as much of the work and any occasional home visits will be concentrated in this part of the county.

Key Responsibilities

- Provide statutory and preventative assessments via face-to-face, online, and telephone channels for adults caring for a relative or friend who cannot manage without their help.
- Accurately record all interventions on CSWS Client Record Management System and WSCC MOSAIC, ensuring decisions are evidenced and actions documented for timely reporting.
- Use outcome-based tools to support carers in creating personal plans and demonstrate impact through Carer Star reviews, surveys, case studies, and feedback.
- Work collaboratively with Health, Social Care, and Voluntary Sector partners, and liaise closely with Adult Social Care colleagues to promote the Carer Assessment Service.
- Champion the principles of Think Carer across networks, proactively identifying carers through outreach, community engagement, and partnership working.
- Adhere to organisational policies and procedures, ensuring confidentiality, data protection, equality, and diversity. Follow safeguarding processes for adults and children, and maintain health and safety standards for staff, volunteers, and carers.

Job description & Person spec

Education

- High standard of written English.
- Interest in social care and health, particularly in supporting carers and adults.

Skills and Experience

- Experience in motivating, empowering, and supporting individuals to achieve goals.
- Understanding of the impact of caring on family and friends.
- Ability to work collaboratively and evidence the impact of support provided.
- Excellent communication skills, including negotiation, relationship-building, advocacy, and inspiring others.
- Ability to work autonomously when required.
- Strong IT skills, including experience with databases or CRM systems and willingness to develop further.
- Ability to travel, including to rural locations and occasionally outside office hours (access to own transport preferred).

Job description & Person spec

Personal Qualities

- A natural communicator, sensitive to individual circumstances and valuing all stakeholders.
- Inclusive approach, able to work across diverse communities.
- Excellent organisational, planning, and time management skills, with sound decision-making ability.
- Team player who embraces collaboration.
- Calm and measured under pressure, with resilience in crisis situations.
- Confident, energetic, and passionate about improving wellbeing.
- Committed to working in line with organisational culture and values.

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.

How to apply

Please visit our website on this jobs page here www.carerssupport.org.uk/jobs/ to complete the application form. You'll be asked to respond to a few questions that reflect the core requirements of the role. These will be reviewed to ensure a fair and inclusive process.

If you require the application in a different format or need any adjustments to participate in the recruitment process, please contact us at hr@carerssupport.org.uk

Employee Benefits

- 25 days (pro rata) annual leave (plus bank holidays), rising with service
- 7 days (pro rata) Carers Leave
- Enhanced Maternity and Paternity Pay
- Flexible working arrangements, including hybrid working
- Access to a Health Plan, including wellbeing support and counselling services
- Professional development and training opportunities
- A supportive, inclusive workplace culture

Carers Support West Sussex
for family and friend carers

Contact us:

info@carerssupport.org.uk
www.carerssupport.org.uk

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