



Carer Wellbeing Worker - Helpline

# 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:

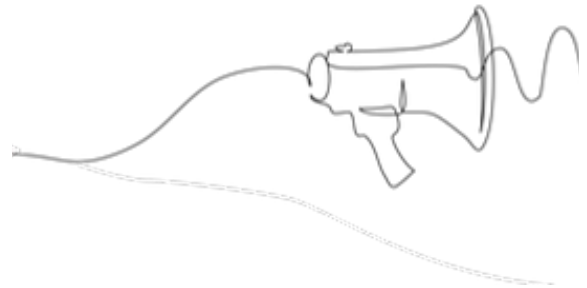
- Quality – striving for the best in all we do.
- Inclusivity – respecting every person and perspective.
- Caring – improving lives with compassion.
- Integrity – acting with honesty and consistency.
- Loyalty – building trusted, lasting relationships.
- Innovation – always learning, always improving.

# 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.

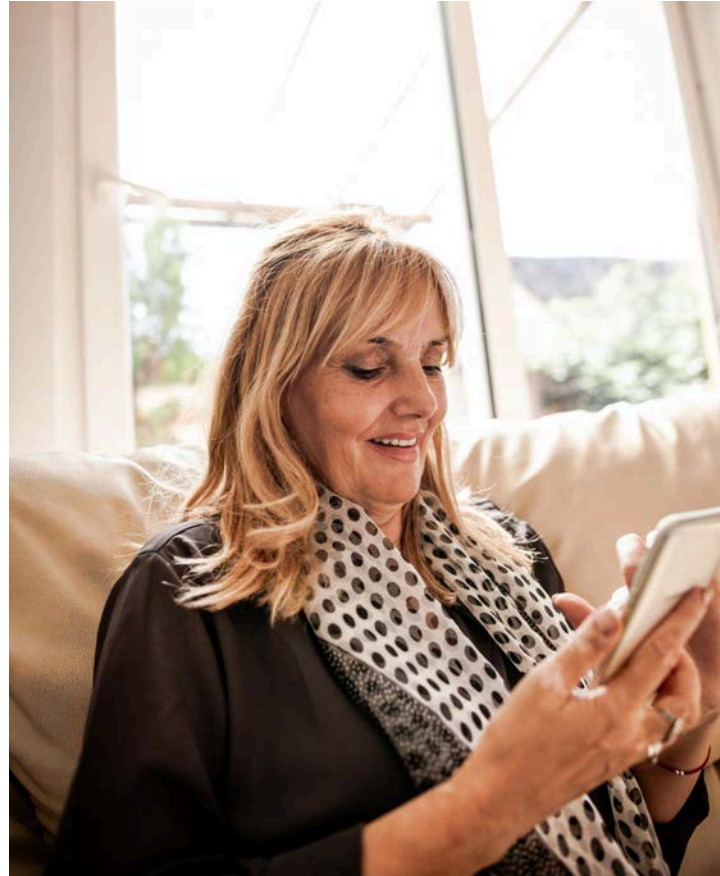
## **Join Us in Driving Change**

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

# Carers Support West Sussex mini-impact report

2024–2025

## 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

**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

**242** number of organisations Carers Support actively worked with

**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

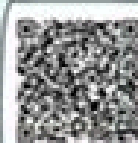
**96%** said I feel more informed about the financial support I may be able to access

**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 Worker - Helpline

## 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.



# Job description & Person spec

## 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.

# Job description & Person spec

## 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



# How to apply

Please visit our website on this jobs page here [www.carerssupport.org.uk/jobs/](http://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](mailto: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](mailto:info@carerssupport.org.uk)  
[www.carerssupport.org.uk](http://www.carerssupport.org.uk)

## Connect with us on social media:

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Scan me to visit  
our website!

