



## Job Description

### KEY INFORMATION

<b>Post:</b>	Carers Benefit Adviser (South West Surrey and East Surrey)
<b>Hours and Location:</b>	<p>Fixed term for one year. Salary range is £14,831 to £15,525, which equates to a FTE salary range of between £29,662 to £31,050.</p> <p>18 hours per week over three days.</p> <p>You will be home-based with travel to service users houses and community venues, primarily across South West Surrey and East Surrey, as well as our offices in Guildford.</p> <p>Much of the role will take place during normal office hours, however you will need to be flexible to provide planned evening and weekend work to support carers who are unavailable during core working hours.</p>
<b>Responsible to:</b>	Hub Team Manager

### JOB PURPOSE

The post-holder will advise and support adult carers with completion of DWP benefit and appeals forms in order to ensure they access public funding to which they are entitled.

### MAIN DUTIES AND RESPONSIBILITIES

#### Carers Support

- To assist carers with completion of the following forms:
  - Disability Living Allowance
  - Carers Allowance
  - Personal Independent Payment
  - Attendance Allowance
- To support carers with reconsiderations, appeals and at tribunals, when necessary
- To support carers in the following settings:
  - via video conferencing software
  - over the phone,
  - in community venues

- in carers own homes
- To prioritise and manage a caseload of carers and maintain accurate, appropriate, confidential and up to date case notes using the database.
- To ensure access to and delivery of support is equitable and to identify and support carers from all client groups and communities, regardless of the condition and/or impairment of the person they look after.
- To promote the service through attendance at events, hubs and community venues
- To network and build relationships with other professionals to ensure services are relevant and accurate.

### **General**

- To promote and adhere to Action for Carers values: Focus; Inclusion; Respect;, Excellence.
- To attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
- To work within agreed budgets and provide reports and evaluations by required deadlines.
- To attend and complete mandatory training identified by ACS.
- To ensure all work with carers meets current legislative requirements, good practice and is in line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding and in relation to confidentiality.
- To work in accordance with the ACS Code of Conduct and to understand and implement policies, standards and procedures of ACS.
- To provide a service that supports the principles of equality, diversity and inclusion.
- To undertake any other duties as appropriate and commensurate with the grading of the post.



## Personal Specification

### PERSON SPECIFICATION

<b>Experience</b>	<b>Essential or Desirable</b>
Experience of providing benefits advice and completing forms on behalf of service users in a professional capacity	Essential
Understanding of carers rights, and of safeguarding of adults at risk	Essential
Experience of forming good working relationships with people and their families	Essential
Awareness of common issues carers experience	Essential
Experience of being a carer or experience of accessing carer support.	Desirable
Awareness of issues for carers of people with mental health conditions	Desirable
<b>Education &amp; knowledge</b>	<b>Essential or Desirable</b>
A professional understanding of safeguarding and confidentiality issues	Essential
Level 2 qualification <b>or</b> equivalent experience in providing Information, Advice and Guidance (IAG)	Essential
Evidence of on-going training and professional updating in welfare benefits and / or related areas	Essential
Minimum GCSE English grade C – or equivalent	Essential
Up-to-date competence in standard Office applications, databases and report writing	Essential
Level 3 qualification in community work, social care or or equivalent.	Desirable

<b>Abilities</b>	<b>Essential or Desirable</b>
Good, sensitive telephone and face to face manner with effective written, verbal communication and active listening skills	Essential
Ability to develop and maintain professional relationships and boundaries with clients and professionals	Essential
Ability to multi-task, plan workload, set priorities and manage time effectively	Essential
Excellent attention to detail	Essential
Commitment to remain professionally curious and maintain and update knowledge of benefits and relevant legislation.	Essential
Ability to use own initiative, be resilient and work without direct supervision	Essential
Friendly and approachable with the ability to form good internal working relationships	Essential
A flexible approach to working hours including ability to provide planned access to services at evenings and occasional weekends.	Essential
Competent in setting up and using video conferencing tools e.g. Zoom / Teams	Desirable
<b>Other</b>	<b>Essential or Desirable</b>
Able to partake in training sessions relevant to the role	Essential
Current driving license, use of a road worthy vehicle and able to commute to various locations within Surrey	Essential
Able to designate a place in own home which is suitable for home working	Essential
To live within easy travelling distance of their base area.	Essential