

Job Description

**key information**

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| **Post:** | Carers Support Adviser |
| **Hours and Location:** | Fixed term to end of September 2025  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.  This role is Monday to Friday. Much of the role will take place during office hours, however you will need to be flexible to provide planned evening and weekend work. |
| **Responsible to:** | Team Manager |
| **Salary:** | Salary is £29,662 for 36 hours per week. |

**JOb purpose**

The post-holder will identify and support carers above 18 years old irrespective of who they are caring for and including former carers in the designated ‘place’ area.

**MAIN DUTIES AND RESPONSIBILITIES**

**Carers Support**

* To provide information and/or advice, guidance, signposting and advocacy to carers around Care Act rights, learning & work, wellbeing and benefits.
* To support carers in a location to suitable to the carer, this may include carers own homes, hubs, other community and public settings, which may include places such as cafes.
* To support moderate need carers using the carer support plan within a designated 12 week timescale.
* Engage and support all adult carers regardless of background to achieve mutually agreed outcomes that enhance their life experiences.
* To manage a caseload of carers and maintain accurate, appropriate, confidential and up to date case notes and support plan.
* To maintain up to date awareness of provision of external services within the area in order to provide signposting and advocacy services for carers, and to contribute to internal & external information points.
* To ensure that the diverse range of young adult carers aged (18 to 24 years) have ready access to an appropriately tailored range of services.
* 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.

**Support Groups / Workshops**

* To enable carers to meet other carers.
* To facilitate and support initiatives for carers including carers networks and support groups, and encourage and monitor peer support where appropriate.
* To ensure that age appropriate activities and workshops are planned and delivered for young adult carers.
* To deliver and partner in training events and promote carers’ self-help e-learning and digital opportunities.
* To work in conjunction with partner agencies, statutory services and volunteers in order to deliver high quality community engagement activities and workshops for carers.
* To have confidence facilitating groups both face-to-face and over video conferencing software.

**General**

* To promote and adhere to Action for Carers values: Focus; Inclusion; Respect;, Excellence.
* To supervise and monitor volunteers, supported by Senior Hub Advisor.
* 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 mandatory training identified by ACS.
* To ensure all work with carers meets current legislative requirements, good practice and is 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 equality of delivery.
* To undertake any other duties as appropriate and commensurate with the grading of the post.



**Personal Specification**

**Person specification**

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| **Experience** | **Essential or Desirable** |
| Experience of working with and advocating for adults and families e.g. in social work / health / education / voluntary sector settings | Essential |
| Awareness of the role of the voluntary sector and experience working with volunteers | Desirable |
| Experience of being a carer or experience of using the services of a Carers service | Desirable |
| Understanding of carers rights, and of safeguarding of adults at risk and trained to Safeguarding Level 1 | Essential |
| Awareness of issues surrounding carers | Essential |
| Awareness of issues for carers of people with mental health conditions | Desirable |
| Knowledge of the legislation relevant to carers and disabled people, and in particular The Care Act 2014, Children & Families Act 2014 & National Carers Strategy | Essential |
| Experience of forming good working relationships with people and their families | Essential |
| Ability to deliver and facilitate training and information sessions to groups of people | Essential |
| Basic welfare benefits and Continuing Healthcare knowledge | Essential |
| Knowledge and experience of working with cultural diversity | Essential |
| Up to date competence in standard Office applications, databases and report writing | Essential |
| **Education & knowledge** | **Essential or Desirable** |
| Qualification in community work, presenting or training, or counselling | Desirable |
| Minimum GCSE English grade C – or equivalent | Essential |
| A professional understanding of safeguarding and confidentiality issues | Essential |
| **Abilities** | **Essential or Desirable** |
| 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 |
| 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 |
| Ability to mentor | Essential |
| A flexible approach to working hours | Essential |
| **Other** | **Essential or Desirable** |
| Current driving license and use of a road worthy vehicle | Essential |
| Able to designate a place in own home which is suitable for home working | Essential |
| Available to work during evening and weekends on a semi-regular basis and in a planned way, to support working carers. | Essential |
| Able partake in training sessions relevant to the role | Essential |