

Job Description

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| Job Title | Information, Advice and Support Officer |
| Contract | Temporary 12 months, maternity cover Part-time (22 hours) working Monday, Tuesday and Wednesday 9am to 5.30pm |
| Salary | £ 25,541.42 FTE per annum (<u>£15,186.79</u> pro rata for part-time) |
| Location | Probation period of 3 months in the office. On successful probation, hybrid working will be discussed with line manager; a minimum of 40% of time should be spent working from the office' - Hertford office, 119 Fore Street, Hertford, SG14 1AX At times you may be required to work <ul style="list-style-type: none"> • In the community • At your home • At any Carers in Hertfordshire listed 'touch down' stations. In addition, the organisation may open new locations from which you may also be expected to work if these are within a 20 miles radius of the Headquarters. The specific detail of how much time is spent at each location will be agreed with your line manager as required. |
| Reporting to | Advice Manager and Safeguarding Lead |

The Role:

The purpose of this role is to ensure that unpaid carers have access to the information and advice they need when they need it and to help them carry on caring for how long as they wish to do so whilst looking after their own health.

Main duties:

- i. To be the first point of contact for all unpaid carer wishing to access a service provided by Carers in Hertfordshire
- ii. To identify carers' needs and provide information, advice and support to unpaid carers, primarily by telephone and email
- i. To support unpaid carers with advice through case work and to manage own caseload, prioritising cases as appropriate.
- ii. To contribute to capturing unpaid carers' experiences through careful record-keeping using organisational systems.
- iii. To source, collate and maintain organisational knowledge of local and national service provision appropriate to unpaid carers' needs.

Passionate

Kind

Carer-Led

Inclusive

Open

Resilient

- iv. To attend some meetings and events for unpaid carers.
- v. To support the early identification of unpaid carers through the maintenance of collaborative relationships with other service providers and the provision of information on unpaid carers' issues to Carers in Hertfordshire's provider networks.
- vi. To ensure unpaid carers are aware of all Carers in Hertfordshire services and can use them, according to their wishes.

Person Specification: Competencies:

Whilst the information above gives you the key tasks we offer full training and are focussed on the values and skills below so please use the information below to guide what kind of evidence you use to show your suitability for the post.

- Communicates with carers using empathy and sensitivity.
- Provides accurate and high quality internal and external communication at all times.
- Demonstrates open, honest and approachable and trustworthy behaviour.
- Raises awareness of what unpaid carers do to all external contacts.
- Listens attentively to identify priorities from complex carer situations and is able to reflect back and summarise carers' concerns.
- Understands the boundaries that must exist in carer relationships and respects confidentiality.
- Empowers carers by providing them with enough information to make an informed choice and manages carers' expectations.
- Always remains calm under pressure.
- Effective administrative skills and a good standard of IT skills including MS Office, data management through databases and the internet
- Views problems as challenges and proactively seeks creative solutions.
- Has active ways of preserving own wellbeing.
- Full UK driving license and access to a vehicle is essential.

Please note: This Job Description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the charity.

