

Job title:	Carers Support Officer (Bristol)
Responsible to:	Senior Carers Support Officer (Bristol)
Hours:	37.5 per week Monday - Friday
Salary	£26,040 FTE
Place of work:	Carers Support, Gill Avenue, Fishponds, Bristol Hybrid working is in place

Aims of the post

To:

- carry out Carers Simple Assessments with carers on behalf of Bristol City Council
- provide an effective outreach advice, information, advocacy and support service for carers living in Bristol.
- enable carers to access the support they need, which will improve their overall health, wellbeing and quality of life

Main tasks

1: To work with individual carers as follows:

1.1 Provide information, advice, support and advocacy to carers, providing appropriate follow up information and/or case work via telephone, -mail, online, at the carers home, at CSC offices, or other community settings, and completing carers assessment where appropriate

1.2 Refer carers who need additional support to relevant CS staff or to external agencies and organisations as required

1.3 Support carers to develop a Help and Support plan

1.4 Be part of the team that covers our CarersLine help, advice and support service

1.5 Develop a knowledge of local services and resources available to carers

2. To facilitate carer support groups

3. Publicise and promote the work of Carers Support, to identify and raise awareness of carers and their needs, including attending relevant meetings to deliver talks and presentations

4. General

To:

4.1 maintain records of work completed

4.2 contribute to monitoring and reports as required

4.3 ensure that carers issues are integrated into the policy and involvement work

4.4 ensure that all work is carried out in accordance with CSC's policies and procedures

4.5 undertake any other duties commensurate with the grading of the post, as agreed with your line manager

PERSON SPECIFICATION - CARERS SUPPORT

Essential

- Relevant and recent experience of information, advice and support work
- Experience of working with people who need practical and/or emotional support

Skills

- Computer literacy and ability to self-serve in administrative tasks
- Excellent written and verbal communication skills
- Excellent listening and interpersonal skills
- Ability to facilitate groups

Attributes

- Able to work on own initiative, manage time effectively, prioritise own workload and work to tight deadline
- Ability to work as part of a team
- Ability to establish good working relationships with customers, staff, volunteers and external agencies
- Commitment to equal opportunities and diversity in practice
- Ability to contribute to improving systems and procedures to increase efficiency
- Able to work in partnership with the Local Authority and other organisations

Desirable

- A broad knowledge of disability benefits