

Information, Advice and Guidance Officer Job Description and Person Specification

Job Type: Full-time, Permanent

Salary: £26,600 per year reviewed after 6-months' probation period)

Hours: 37.5 per week, to include some unsocial hours (occasionally)

Holiday: 25 days plus bank holidays

Application deadline: 03/03/2025

Join Carers Network to be part of our well-established Information, Advice and Guidance team and work providing unpaid adult carers with support on a variety of subjects such as carers' rights and entitlements, basic welfare benefits information, making sense of forms and paperwork, or accessing support for the person they look after. You will also be a very organised individual, great at administration and have excellent IT skills. We are keen to attract former carers to join our team.

Our team is currently working on a hybrid basis, offering the opportunity to work from home and our offices near Queen's Park tube station.

The ability to speak a community language would be advantageous.

To apply:

Send us your cover letter and CV to recruitment@carers-network.org.uk. Please note applications with cover letters are more likely to be short-listed. Use the list provided in the Person Specification below to describe in your cover letter how you meet each of the specifications.

If you would like to have an informal chat about the role, please contact Chloe Theobald, Service Manager, on chloe.theobald@carers-network.org.uk

Job Description

Information Advice and Guidance

- Support carers who contact the service for information, advice and guidance, on a variety of subjects, such as:
 - Carer rights and entitlements
 - Basic welfare benefits and other financial information
 - Needing emotional support, a listening ear
 - Making sense of forms and paperwork
 - Available services in the local area
 - Accessing support for the person they look after

- Give advice through the following methods:
 - Telephone
 - Email
 - Written queries
 - Text message
 - Face to face
- Welcome all new carers to the service as the first point of contact, provide them with information on Carers Network and work with them to establish what support they need.
- Make appropriate internal and external referrals for additional support, including booking appointments for specialist advice with our partner, Citizens Advice Westminster.
- Run regular drop-in advice sessions in the community for carers to access face-to-face support.
- Research, create and maintain an online library of accurate, comprehensive information sheets.

Carer Involvement

- Support and develop the involvement of carers in relevant forums.
- Facilitate the involvement and consultation of carers via various consultation methods, events and newsletter.

Identification and Recognition of Carers

- Carry out regular, targeted outreach to statutory, community and commercial organisations to raise awareness of carers and Carers Network, and to increase identification of carers.
- Develop excellent working relationships with other agencies, especially within Local Authorities and primary care, to ensure carers needs are understood and addressed.
- Contribute to Carers Network's organisational policies and strategies, ensuring that they reflect the needs of carers.

Record-Keeping and Report-Writing

- Manage a demanding level of administrative work to a high standard, including maintaining files on individual work with carers on our online database. Ensure information is recorded accurately, thoroughly, clearly and safely, in a timely manner.
- Register and triage new carers on our online database, Charitylog.
- Maintain carers records on our online database; ensure information is recorded accurately, thoroughly, clearly and safely, in a timely manner.

- Contribute to reports for management and for funding and monitoring bodies.

Teamwork

- Work collaboratively with other team members, managers and partners. Contribute ideas for the growth and improvement of the service.
- Support Carers Network at external events as required.
- Work flexibly and proactively as part of a small team, and the wider organisation, to ensure Carers Network's aims and objectives are met.

Organisational and Professional Development

- Lead, as required, on a specific area of work, relevant to carers: collect information on, and liaise with, relevant local services, act as a point of knowledge for the wider team.
- Attend and actively participate in regular supervision, annual appraisals and team meetings.
- Undertake relevant training and staff development activities.
- Actively implement current policies and procedures, and contribute to their development to promote the efficient and effective running of the organisation.

Additional Tasks

To undertake other specified duties which may from time to time be required

Person Specification

- Experience of working with a diverse range of clients with differing levels of needs.

- Experience of providing information, advice and guidance to a diverse range of clients with differing levels of needs
- Good research skills and substantial experience of supporting clients to complete forms for benefits and grants
- Experience of building external partnership relationships through outreach, networking and influencing
- Ability to balance a range of tasks with competing demands
- Ability to collaborate with others and contribute great teamwork
- Excellent IT skills, including use of Microsoft programmes and working with databases to run reports
- Ability to manage a high level of written and administrative work, including report-writing for a range of audiences.
- Knowledge of issues affecting unpaid carers.
- Knowledge of relevant legislation, including the Care Act 2014.
- Knowledge of welfare benefits
- Passionate about providing high quality services to carers
- Proactive working style, attention to detail
- Commitment to Equality, Diversity and Inclusion
- Ability to work on own initiative, identifying issues needing attention early.