

Welcome from the Chief Executive

Dear Applicant,

Thank you for your interest in the role of **Carers Counselling Service Administrator** at Carers Support (Bexley).

We are a charity set up by and for Carers in and around Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our Carers and the communities in which we work. We are committed to working in partnership with others to ensure that Carers are supported locally. People are very much our focus and our team are undoubtedly our greatest asset.

The job description and person specification for the role is attached, together with our Covid 19 Policy for your reference.

To apply, please send your CV with an additional supporting statement on no more than 3 sides of A4, explaining how you meet the person specification, including the personal characteristics to:

joanne@carerssupport.org.

CVs without a supporting statement which addresses the person specification cannot be considered. The application deadline is the 27th February 2023.

We will be interviewing on 7th March 2023.

If you have any questions about the role, please contact Jo joanne@carerssupport.org or 020 8302 8011.

Vikki Wilkinson
Chief Executive

JOB DESCRIPTION

Post Title: Carers Counselling Service Administrator
Hours: 14 hours per week. (2 days per week)
Salary: £8,944 (equivalent to £23,000 FTE)

Please note: this is a 1 year fixed term contract.

Holidays:
5 weeks per year, plus 8 bank holidays (pro-rated for 14 hours per week)

Accountable to:
The Chief Executive. The role is part of the Information and Support team.

Probationary period:
3 months

About Carers Support

Carers Support (Bexley) is a well-established local charity offering a variety of support for unpaid carers. We are a charity set up by and for Carers in and around Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our Carers and the communities in which we work. We are committed to working in partnership with others to ensure that Carers are supported locally. People are very much our focus and our team are undoubtedly our greatest asset.

About you

You enjoy talking to people, in person and on the phone. You are non-judgmental and empathetic. You like working with others in a busy team but also thrive in an environment where you can organize your own time and priorities. You can bring skills and experience to the role but are also enthusiastic to learn; you embrace a growth, rather than fixed, mindset.

We are seeking a candidate who can be a supportive point of contact for counselling clients and counsellors and enjoys administration and organizing to enable the service to run smoothly.

About the role

This is a key role at Carers Support providing a welcoming and informed point of contact for carers who are exploring or using our counselling service.

Our wonderful trainee counsellors are on a placement with us, typically for one year offering free counselling to carers of up to 18 sessions. The Service Administrator is a pivotal point of contact between counsellors, clients and partners.

- Support the Carers Counselling Service by:

- Provide an initial response to callers as appropriate: this may include signposting or checking our database and identify their needs via a telephone based informal assessment
- Provide a welcoming and responsive experience to all callers with excellent inter-personal skills and the ability to empathise with people in distress
- Referrals administration:
 - including monitoring the waiting list
 - the clinical supervisor contacts the carers and ascertains that we can meet their needs. You will then liaise with the carer on their availability and match them with a counsellor.
- “Onboarding” new counsellors:
 - Reviewing CVs and application forms, with team support
 - Seeking references
 - Inducting new counsellors with our policies and procedures
- Maintain paperwork
- Monitor the service e.g.: numbers of clients and impact and input into our database.
- Liaise with referrers, counsellors, clients, the college and the clinical supervisor
- There may be occasion to support the wider work of the Information and Support team, for example supporting the running of a group

The role does not involve management or clinical support of the trainee counsellors. This is undertaken by a trained supervisor, but you will liaise with the counsellors, clients and supervisor.

PERSON SPECIFICATION

Knowledge/Experience

Experience, or ability, to run a project

Experience, or ability, of providing excellent customer service.

Skills and Abilities

Communication

Excellent communication skills which enable people to feel comfortable, confident, listened to and not judged.

Ability to demonstrate empathy with people and their life experience, whilst recognising the expertise in the team that people need to be directed to.

An understanding of how to handle an individual’s personal and sensitive information in a confidential way so that the principles of good data protection are upheld.

Awareness of carers and support for carers

An awareness of the needs of Carers and an understanding of the issues they face, or

the commitment to learn.

Also a willingness to attend training and observe our services to gain appropriate knowledge

The ability to care for yourself and set appropriate boundaries.

Time management and organisation

Excellent time management and organisational skills to be able to deal with a variety of tasks and a range of priorities within specified timescales and with attention to detail.

Maintain appropriate records to enable the project to be monitored under the terms of our funding.

Planning

Experience of being able to plan and schedule in advance, with awareness of dependencies, conflicts or issues that may arise.

Information Technology skills

Good IT skills and be competent in the use of most Microsoft Office applications including Outlook, Word and Excel. Ability to learn how to use a management information system effectively.

Personal Characteristics

- Have a passion for supporting people in the community
- Caring and considerate
- Calm under pressure
- Organised
- You embrace a growth, rather than fixed, mindset.
- Committed to inclusion of people with care and support needs in all aspects of community life
- You like working with others in a busy team but also thrive in an environment where you can organize your own time and priorities
- The ability to acquire a thorough knowledge of Carers' Support's policies and a commitment to working in an Equal Opportunities framework.

As per Carers Support (Bexley) policy we encourage staff are up to date with their Covid-19 vaccinations and boosters. Carers Support staff continue to test for Covid-19, please see our policy.

This role is primarily based in our office at Crayford Manor House, DA1 4HB, with some flexibility to work from home on occasion.

Covid 19 Vaccination and Isolation Policy

Amended: March 2022

Due for review: March 2023

Introduction

Carers' Support will comply with the law and with all Government Guidance with regard to Covid 19. However, in some circumstances it might be necessary for us to go above and beyond that recommended by the Government in order to protect clients, staff and volunteers who are clinically vulnerable.

Failure to follow the guidance set out in this policy may result in disciplinary action and could lead to termination of employment in the case of paid staff, or in the case of volunteers, the termination of their position/placement with the organisation.

1. Vaccination

- 1.1 All new staff and volunteers will be asked about their vaccination status when they join the organisation. Although we are unable to insist that staff and volunteers are fully vaccinated, we will encourage both new and existing staff and volunteers to take advantage of the opportunity to be vaccinated and to have all recommended boosters as soon as they become available.
- 1.2 Any respite volunteers coming from overseas will be regarded as unvaccinated if they have not had a vaccination that is recognised in the UK.

2. Working in Clients' own homes, or one to one with clients at another venue

- 2.1 Volunteers and Support Workers will wear a face mask at all times when working with clients in their own homes, or inside at another venue. Face masks may be removed when out of doors. In some cases, a face visor may be worn instead of a face mask, eg where communication with the cared for person is difficult.
- 2.2 Where possible, anyone working with vulnerable clients should maintain 2 metres social distancing whilst they are with the client.
- 2.3 Volunteers and Support Workers should ensure that there is good ventilation at all times when working inside.
- 2.4 Volunteers and Support Workers will be provided with hand sanitiser and must use it frequently while working, as well as washing their hands regularly.
- 2.5 If a staff member or volunteer arrives at a client's home and is told that a member of the household has tested positive, or someone in the household appears to have symptoms of Covid 19, they should leave the home

immediately. Respite volunteers and Support Workers should let their supervisor know as soon as possible that the visit has not taken place.

3. Travelling in cars

- 3.1 Volunteers or Support Workers may take clients out in their own cars if that is the safest way for the client to travel. However, both the client and support worker/volunteer must wear face masks and the car windows should be opened to ensure ventilation. Where possible, the client should sit in the back of the car, on the opposite side from the Support Worker/Volunteer. Upholstery should be disinfected using a spray disinfectant before and after the client has travelled in the car.
- 3.2 Volunteers or Support Workers may travel in a client's car (as long as we have given our permission for this) but must sit in the back, wear a face mask and ensure good ventilation as outlined in 3.1 above.

4. Testing and Isolation

- 4.1 Respite volunteers arriving from overseas must follow the latest government guidance regarding testing and isolation. We may not be able to accommodate volunteers while they are isolating (if they are required to do so by law). In that case, we will ask Volunteering Matters or ICYE to arrange suitable accommodation for them.
- 4.2 Staff working directly with clients must take a lateral flow test once a week and respite volunteers twice a week. If there is a problem with getting free test kits, Carers Support will provide these.
- 4.3 If the test is positive, staff or volunteers must not visit clients or come into the office. You may only return to the office or visiting clients when you have a negative lateral flow test result. If they continue to test positive after 5 days, they should wait until they test negative, or wait 10 days before returning to the office or visiting clients, whichever is the sooner.
- 4.4 Any member of staff or volunteer who has symptoms of Covid 19 should take a lateral flow test and will not be allowed to visit clients or come into the office until a negative result is received.
- 4.5 Respite volunteers living in shared accommodation should follow the testing and isolation guidance outlined in 4.2 and 4.3 above. If a respite volunteer tests positive, we strongly encourage isolating in their own room and not having contact with anyone else living in the accommodation for at least 5 days and only then if they have tested negative on a lateral flow test. If they continue to test positive after 5 days, they should wait until they test negative, or wait 10 days before returning to work, or mixing with other volunteers they live with, whichever is the sooner. When using shared facilities, these should be thoroughly cleaned and disinfected by the volunteer before and after use.

- 4.6 Volunteers and Support Workers who have had close contact with, or who are in the same household as, someone who has tested positive should take a lateral flow test and wait until they get a negative result before visiting clients. They should also take a lateral flow test daily for 5 days starting with the day that their contact/household member tested positive. Clients will be informed that the volunteer or support worker is a contact of someone, or has a family member who has tested positive so that the client can make the decision about whether or not they want the volunteer or support worker to visit.

5. Working in the office

- 5.1 All staff/volunteers who work in the office must take a lateral flow test at least once a week. If the test is positive, they must not come into the office for at least 5 days and not before they have a negative test result. If they continue to test positive after 5 days, they should wait until they test negative, or wait 10 days before returning to work, whichever is the sooner.
- 5.2 Any member of staff or volunteer who has symptoms of Covid 19 should take a lateral flow test and not come into the office until they have received a negative result.
- 5.3 If a member of staff/volunteer lives with someone who has symptoms of Covid 19, they should not come into the office until their family member has received a negative lateral flow test. They should also take a lateral flow test themselves before coming into the office.
- 5.4 Any member of staff or volunteer who has had close contact with, or is in the same household as, someone who has tested positive should take a lateral flow test themselves and not come into the office for at least 10 days after their contact's positive test. They should take a lateral flow test again at the end of the 10 days and only return to working in the office once a negative result has been received.

6. Respite volunteers and Overseas Travel

- 6.1 Respite volunteers who travel abroad should take a lateral flow test as soon as they return to the UK and before visiting clients.

7. Risk Assessments

Covid 19 risk assessments will be undertaken regularly for all activities undertaken by staff and volunteers. These risk assessments will be shared with all staff and volunteers so that they can follow the guidance in them to minimise risk to themselves and others.

This policy will be reviewed regularly and may need to be amended if new Government guidance comes into force.