

## Welcome from the Chief Executive

Dear Applicant,

Thank you for your interest in the role of Information and Support Worker at Carers Support (Bexley).

This is an exciting new role and a fantastic opportunity for the right candidate to join Carers' Support (Bexley) and make a real difference to the organisation and to our clients.

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 business and our small but passionate team are undoubtedly our greatest resource.

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 to: [felicity@carerssupport.org](mailto:felicity@carerssupport.org).** CVs without a supporting statement which addresses the person specification cannot be considered. The application deadline is the 10<sup>th</sup> February 2023.

We will be meeting to shortlist for this post in the week of the 13<sup>th</sup> February and we will be interviewing on Thursday 23<sup>rd</sup> February 2023.

If you have any questions about the role, please contact [felicity@carerssupport.org](mailto:felicity@carerssupport.org) or call 020 8302 8011.

Vikki Wilkinson  
*Chief Executive*

## JOB DESCRIPTION

**Post Title:** Information and Support Worker  
**Hours:** 21 hours per week over 3 days  
**Salary:** £16,521 (FTE £28,323)

**Please note: this is a 2 year fixed term contract.**

We will be capturing the impact of this new role and seeking to apply for funding to maintain this role beyond the 2-year period.

**Holidays:** 5 weeks per year, plus 8 bank holidays (pro-rated for 21 hours per week)  
**Accountable to:** Information and Support Service Manager  
**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 a small core team of 12 staff with many more volunteers and support workers who enable the charity to run. We are committed to working in partnership with others to ensure that Carers are supported locally. People are very much our business and our small but passionate team are undoubtedly our greatest resource.

### About you

You enjoy talking to people, in person and on the phone. You are non-judgmental and enjoy supporting people by listening and providing support and information. 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 expertise to the role but are also enthusiastic to learn; you embrace a growth, rather than fixed, mindset.

We are seeking a candidate who can provide information, advice and support for carers and those they care for. This is a new role and you enjoy testing, developing and improving projects. You will be able to utilise your lived and work based experience with a passion in helping support our unpaid carers.

### About the role

This is a key role at Carers Support providing a welcoming and informed point of contact for carers new to our services and respond to carers we are already supporting. This new role will have been designed to support carers to access the Information and Support Service.

- Support the Information and Support Service by:
  - Providing and developing a new dedicated telephone support line for carers.

to enable an initial point of contact for carers who seek to access the Information and Support Service

- 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
- Carry out benefit checks for carers and those that they care for.
- Complete benefit claim forms
- Carry out home visits or receive visitors at the office to offer face to face support
- Provide a welcoming and responsive experience to all callers with excellent inter-personal skills and the ability to empathise with people in distress
- Filter telephone calls before passing them to the appropriate person.
- Take and relay accurate and timely messages and answer questions where possible
- Manage the telephone support line for fixed hours on two of your working days with the third day to be used for home visits and administration duties.
- The role can include support in the administration of our Carers Counselling project
- There may be occasion to support the wider work of the Information and Support team, for example supporting the running of a group

We would welcome a candidate with expertise in welfare benefits however training can also be provided.

## **PERSON SPECIFICATION**

### **Knowledge/Experience**

A good general overall awareness, or willingness to learn, of welfare benefits including DLA, PIP, Attendance Allowance and Carers' Allowance.

Knowledge of services within Bexley that can assist and support unpaid carers.

A basic knowledge of the adult social services offer for carers and their cared for.

### **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**

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An awareness of the needs of Carers and an understanding of the issues they face. Also a willingness to attend training and observe our services to gain appropriate knowledge

The ability to care for yourself and set appropriate boundaries.

Understand the benefit of networking and working together with partners and colleagues from other voluntary and statutory agencies who may refer to the charity.

### **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.

### **Problem solving skills**

Experience of, or ability to handle complex situations through critical thinking and pragmatic, empathetic problem solving.

### **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 summary below.

This role is primarily based in our office at Crayford Manor House, DA1 4HB, with some flexibility to work from home on occasion. **Ideally, we would like someone who can work on a Friday but the other two days of working can be discussed.**

## **Update on Covid-19 measures as of the October 2022**

At Carers Support people come first. As such we are constantly reviewing our response to Covid 19, informed by national and local guidance and what we consider is best practice.

Following is a summary of how we continue to respond to Covid-19. If you would like to read further detail, for example the full policy and guidance we refer to or more detail, please contact [Sarah@carerssupport.org](mailto:Sarah@carerssupport.org). Guidance is frequently changing, and we continue to take Covid-19 seriously. We seek to balance sensible precautions with choice and autonomy.

**We continue to retain a focus on Public Health guidance - such as air flow, distance and washing hands.**

### **Vaccination**

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.

### **Lateral Flow Testing (LFT):**

Staff and volunteers continue to test regularly but this is different for different teams.

- Support workers, Respite volunteers and staff who run groups all test weekly.
- Staff and volunteers who visit people in their homes will test before they visit. Only once a week is necessary, not every visit.
- Counsellors test weekly when they are seeing clients.
- Other staff now only test when they are symptomatic.
- If symptomatic any staff or volunteer should do an additional test.

Carers Support provide the tests free of charge to staff/volunteers. These can be collected from Crayford Manor House, please talk to one of the team.

### **Masks: effective week of the 10<sup>th</sup> October**

Our standard practice will remain to wear masks when in people's homes, however we consider client choice. This is in particular circumstances for example, where the use of face masks inhibits communication or is challenging for a person. If staff, volunteers or clients would prefer not to wear a mask please let one of the team know. We will then consider any risks, to staff, volunteers and clients.