



Job Description: Information, Advice and Guidance Officer

- Location:** Based in the London Borough of Westminster, with significant travel across Central London
- Salary:** £25,200 per annum (reviewed after 6-month probation period) plus pension contribution
- Hours:** 37.5h hours per week, to include some unsocial hours occasionally
- Holiday:** 25 days plus bank holidays

About Carers Network

Carers Network is an independent charity. Our vision is that every unpaid carer is recognised and leads a health, fulfilling life with control over their caring role.

For 30 years we have been working with carers to provide information, advice and support, along with social events, breaks and other services to ensure that carers are well informed, supported and healthy. We currently work with over 6,500 carers in the City of Westminster, the London Borough of Hammersmith & Fulham, the Royal Borough of Kensington and Chelsea.

Carers Network is an equal opportunity employer and service provider that recognises and celebrates diversity. We are also a London Living wage employer.

Duties

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 Carers Network's daily telephone advice line including some evening sessions.
- 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.

Support Groups

- Facilitate monthly generic carer support groups (some of which may be in the evening) and coffee mornings.
- Facilitate, or attend and support, specialist support groups for carers of people with mental health conditions, dementia, and learning/physical disabilities with our partner organisations.

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 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 | |
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| Experience of working with a diverse range of clients with differing levels of needs. | CV, covering letter and interview |
| Substantial experience of providing information, advice and guidance to a diverse range of clients with differing levels of needs. | CV, covering letter and interview |
| Good research skills and substantial experience of supporting clients to complete forms for benefits and grants | CV, covering letter and interview |
| Experience of running support groups for diverse groups of clients | CV, covering letter and interview |
| Experience of building external partnership relationships through outreach, networking and influencing. | CV, covering letter and interview |
| Skills and Abilities | |
| Ability to balance a range of tasks with competing demands. | CV, covering letter and interview |
| Ability to collaborate with others and contribute great teamwork | CV, covering letter and interview |
| Excellent IT skills, including use of Microsoft programmes and working with databases to run reports. | CV, covering letter and interview |
| Ability to manage a high level of written and administrative work, including report-writing for a range of audiences. | CV, covering letter and interview |
| Presentation skills | CV, covering letter and interview |
| Knowledge | |
| Knowledge of issues affecting unpaid carers. | CV, covering letter and interview |
| Knowledge of relevant legislation, including the Care Act 2014. | CV and covering letter |
| Knowledge of welfare benefits | CV, covering letter and interview |
| Personal Qualities | |
| Passionate about providing high quality services to carers. | Interview |
| Proactive working style, attention to detail. | Interview |
| Commitment to equality and confidentiality. | Interview |

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| Commitment to our charity's values. | CV and covering letter |
| Ability to work on own initiative, identifying issues needing attention early. | Interview |