



**Carers**  
**First**

**Candidate Pack**  
**Support Adviser**  
**(Lincolnshire)**

## Welcome

### **Thank you for your interest in working for Carers First as our next Support Adviser in Lincolnshire.**

This is an exciting time to be joining the charity as we begin delivering our new, ambitious three-year strategy and start to look at our goals for the future. Over the last three years we have considerably grown our reach and support for carers, evolved our operations, forged new partnerships and improved our ability to measure the impact of our support, with and for, carers.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor  
Chief Executive



## About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £162 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



## Our values

We are:

### Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

### Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

### Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

## Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
  - Reach out to all sections of the community.
  - Provide a working environment in which everyone feels valued, respected and able to contribute.

Both as a service provider and an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order to help everyone realise their full potential as carers or employees of Carers First.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

## **Our strategy 2024-27**

Carers First has introduced our new three year strategy, to spell out exactly how we will help more carers access the vital support and services they need so we can make a real difference to their lives.

Our latest strategy was developed by a range of people from staff, trustees and funders but also colleagues in social care, health, schools and, most importantly, carers themselves.

With their collective views and opinions, we've formed a strategy that will enable us to reach and support even more carers and make a positive, material difference to their lives.

## **Strategic Objectives**

Our new three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact.

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
3. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our services will be designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

## Our impact and reach

Last year, we reached over **376,000 carers** through digital services and face to face activities. We have been able to make a material difference in carers' lives and we can evidence that carers feel more confident, informed and resilient in their caring role.

We are growing, and currently have over **50,000 carers registered** with us.

We are reaching more carers through our digital services, with over 230,000 users on our website last year, as well as a 10% increase in email subscribers and 18% increase in social media followers.



## Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

## The role

<b>Job Title:</b>	<b>Support Adviser (Lincolnshire)</b>
<b>Salary range:</b>	<b>£22,571 per annum</b>
<b>Contract:</b>	<b>Fixed-Term (1 Year Maternity Leave Cover)</b>
<b>Hours:</b>	<b>37 Hours per Week</b>
<b>Location:</b>	<b>Mainly Home-based in Lincolnshire with the possibility of some travel within the locality</b>

## Job Description

**Job title:** Support Adviser (Lincolnshire)

**Reports to:** Lincolnshire Support Team Lead

**Purpose of the role:** Working collaboratively with the Support Team Lead, the Support Adviser will deliver an innovative and engaging service which meets the needs of the Lincolnshire Carers First locality teams, key stakeholders and carers.

## Job Overview

The Lincolnshire Support Adviser will:

1. Contribute to the efficient operation of Carers First Being the point of support for the wider Lincolnshire Operations Team, providing accurate data entry, training and support functions on all digital platforms used by Carers First.
2. Provide, carers and professionals with tailored information, advice, and guidance via telephone, text, post and email when being the first point of contact for Carers First.
3. Being the point of support for the wider Lincolnshire Operations Team, providing accurate data entry, training and support functions on all digital platforms used by Carers First.

## Responsibilities and Duties

### 1. **Contribute to the efficient operation of Carers First Being the point of support for the wider Lincolnshire Operations Team, providing accurate data entry, training and support functions on all digital platforms used by Carers First.**

- Manage and respond to all incoming / outgoing enquiries in a professional, empathetic and timely manner, adhering to all KPIs.
- Follow all Carers First's policies and procedures, adhering to relevant legislation.
- Assist the Support Team Lead to organise and provide a wide range of support and training for the Lincolnshire Operations team, effectively supporting the day to day running of the service.
- Conducting regular data cleansing and housekeeping on all digital platforms.
- Advise the Team Lead and Comms of any changes required to information on the Carers First website or social media.
- Ensure all external communications to carers, partners and stakeholders are in line with the Carers First brand, values, and ethos.

### 2. **Provide, carers and professionals with tailored information, advice, and guidance via telephone, text, post and email when being the first point of contact for Carers First.**

- Process referrals from carers and professionals and ensure all new carers are registered with Carers First
- Address presenting requests for information, where possible, to provide support at the first point of contact for the enquirer; and facilitate access to 'universal carer support.'
- Identify any complex, targeted needs and take appropriate action, organising support from the local community team or signpost/refer as appropriate, to specialist support.
- Ensure safeguarding is everyone's priority, ensure adherence with Carers First Safeguarding policy and in accordance with national guidance.
- Providing information to partners and stakeholders surrounding events and signposting to local support.
- Provide personalised information, advice and guidance to carers to enable them to make informed choices about their caring role.
- Maintain a professional relationship with carers, recognising and valuing their role, and treating them with respect and dignity.
- Build an understanding of carers' issues and keep abreast of changes within local and national policy and sources of support.
- Conduct the initial conversations with carers accessing our Universal Offer.
- Facilitate follow up contact for carers in line with review and annual review KPIs.

### 3. **Being the point of support for the wider Lincolnshire Operations Team, providing accurate data entry, training and support functions on all digital platforms used by Carers First.**

- Accurately record details of all calls / enquiries on both Bluebox and Mosaic, ensuring record keeping is maintained to a high standard, in line with GDPR, and contribute to service monitoring requirements.
- Setup carers on both Mosaic and Bluebox and ensure that the workflow has been initiated, for example benefits, employment and hospital face to face referrals whilst ensuring accuracy on those who enter the service via the fast track, universal or enhanced offers.
- Provide support, guidance and training to colleagues through induction and day to day support on all digital platforms.



- Oversee events, including website accuracy, data, managing bookings and collating feedback.
- Submitting requests to Mosaic and assisting in the re-opening of workflows and restricted records.
- Sending out and processing feedback to carers through text and forms, ensuring that the feedback is communicated to all parties.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible, and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

## Person Specification

### Education

- A good all-round education including GCSE's (or equivalent) or NVQ level 2 in Business Administration or have experience in a similar role.
- Working knowledge of social care and health, particularly as it relates to working with carers and adults' knowledge of the challenges affecting Carers.

### Skills and Experience

#### Working with Carers

- Working knowledge of social care and health, particularly as it relates to working with carers and adults' knowledge of the challenges affecting Carers.
- Ability to remain calm and self-confident in challenging situations when supporting carers on the telephone.
- Understanding of professional boundaries

#### Communication and stakeholder engagement

- Ability to communicate clearly both verbally and in writing.
- Excellent customer service skills to ensure client satisfaction.
- Excellent organisational and time management skills

#### IT and digital experience

- Competent in use of IT (Microsoft Applications Word, Excel, Outlook, Microsoft Teams, Eventbrite), mobile telephony (Firetext) and social media platforms.
- Excellent telephone manner and customer service skills
- Data entry experience (Blue Box, Mosaic)
- An understanding of data protection and how to observe strict confidentiality of service users.

### Personal Qualities

- Ability to demonstrate understanding of and commitment to the goals and values of the charity.
- Demonstrate a level of professional credibility, integrity and emotional resilience.
- Pro-active, self-motivated and able to work flexibly, whilst maintaining a good work/life balance

## Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

## How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk) and we will be happy to organise for one of the Team to contact you.

Please note that if you have not been contacted within one week of the closing date, your application has not been successful.

## Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include in your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

# Office:

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**carersfirst.org.uk**

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