

**Carers**  
**First**



**Candidate Pack**  
**Carer Support Adviser**

## Welcome

### **Thank you for your interest in working for Carers First as our next Carer Support Adviser in South 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>Carer Support Adviser</b>
<b>Salary range:</b>	<b>£23,250 per annum</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>37 Hours per week</b>
<b>Location:</b>	<b>This is a hybrid role which involves community working in the South of Lincolnshire and some home working. You must be able to support carers face to face in the South Kesteven, South Holland and North Kesteven area.</b>

## Job Description

<b>Job title:</b>	Carer Support Adviser (South) Lincs
<b>Reports to:</b>	Team Lead (South Lincs)
<b>Purpose of the role:</b>	Supporting and working collaboratively with carers as part of a team, to deliver an innovative and engaging service which meets the needs of carers across Lincolnshire.

## Job Overview

The Carer Support Adviser will

- 1. Supporting and working collaboratively with carers enabling them to live their lives to the fullest.**
- 2. Work with carers, to identify gaps in service provision and to develop new initiatives.**
- 3. Work with local community organisations to identify and develop new partnership opportunities to create better outcomes for carers.**
- 4. Complete Statutory Carers Assessments in accordance with the Care Act and Quality Practice Standards as defined by Lincolnshire County Council**

## Responsibilities and Duties

### 1. **Supporting and working collaboratively with carers enabling them to live their lives to the fullest.**

- Provide tailored information, advice, and support to carers in various settings including face to face, online and over the telephone.
- Providing a range of well led and innovative carer activities facilitating both 1:1 and groupwork sessions
- Follow all Carers First's policies and procedures, adhering to relevant legislation.
- Build an understanding of carers' issues and keep abreast of changes within local and national policy and sources of support.
- Ensure safeguarding is everyone's priority, ensure adherence with Carers First Safeguarding policy and in accordance with national guidance.
- Undertake periodic reflective practice sessions to ensure continuous self-development.
- Where localised support is not accessible or available, work collaboratively with carers to identify and access alternative grants and funding where appropriate to support their caring role.

### 2. **Work with carers, to identify gaps in service provision and to develop new initiatives.**

- Ensure that carers have a say in the development, evaluation and planning to shape future service delivery.
- Ensure carer support is informed by personalised engagement with carers which enables them to have a say to shape future service delivery.
- Support with identifying small grant funds to add value to the range of wellbeing activities provided.
- Use a range of mediums and platforms to provide a blended approach to widen access to services by carers including digital and virtual online opportunities as well as direct face to face engagement.
- Listening to the carers voice, gaining feedback and using this to change and improve service provision.

### 3. **Work with local community organisations to identify and develop new partnership opportunities to create better outcomes for carers.**

- Work with local community organisations in (South Lincolnshire) to identify gaps in service provision for carers, promoting Carers First's mission to reach more carers.
- Raise the carers profile across the local area developing and maintaining Carers First excellent reputation, representing the charity professionally and with integrity.
- Advocate for carers, ensuring that their views and opinions are heard across the networks engaged.
- Work with the Communications team to promote activities through all mediums including e-news and social media.
- Ensure all external communications to carers, partners and stakeholders are in line with the Carers First brand, values, and ethos.

### 4. **Complete Statutory Carers Assessments in accordance with the Care Act and Quality Practice Standards as defined by Lincolnshire County Council**

- Undertake Statutory Carer Assessments within the timescales agreed to support carers with personalised support planning that is proportionate to their needs, including the allocation of personal budgets within the framework identified by Lincolnshire County Council
- Work with carers to produce an appropriate personal support plan that enables them to build resilience and confidence and gives them the support they need to continue caring.



- Conduct reviews within the timescales required to allow changes in the carer's needs to be recognised and relevant changes of support to be put into place.
- Adopt a 'whole family' approach in line with Lincolnshire County Councils model of delivery.
- Using a database keep accurate and timely carer records in line with legislation.

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

- NVQ level 2 education or equivalent relevant experience.

### Skills and Experience

#### Working with Carers

- Experience of working within the health and social care sector is desirable.
- Demonstrable experience of assessing and supporting an individual's needs
- Demonstrable strong written and verbal communication skills; to be able to undertake carer assessments, support plans and keep accurate written care records.
- Experience of using a database to keep timely and accurately record.
- Evidence of sensitively building and maintaining a positive relationship with individual's that you have supported.
- Experience, working knowledge and active promotion of Safeguarding.
- Experience in actively promoting equality, diversity, and inclusion in operational services.

#### Communication and stakeholder engagement

- Evidence of the ability to network, develop and sustain joint work between agencies, including establishing good working relationships.
- Experience of working in partnership with other organisations to deliver a range of support to individuals and families.
- Ability to build positive and constructive working relationships with colleagues at all levels across the organisation.

### 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.
- Self-motivated, able to work flexibly, whilst maintaining 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 two weeks 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:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

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**carersfirst.org.uk**

**0300 303 1555**