**Job Description**

**Title:** Carer Support and Advice Worker (Carers in Employment)

**Salary:**  £24,285 pro rata (pay award pending April 2024)

**Hours of work:** 18 - 21 hours per week including a commitment to work until 5pm once a week (to be worked over 3 days to include a Monday or Friday)

**Responsible to:**  Operations Manager

**Holiday entitlement:** 23 days p.a. plus Bank Holidays (pro rata). An additional 3 days holiday pro-rata is awarded between Christmas and New Year.

**Area of work:** This post is based in Northwich with some travel across Cheshire West and Cheshire East (mileage allowance payable for these journeys away from office bases)

**Aims and objectives:**

To provide comprehensive information, support and advice and support to carers who making contact, arrange and facilitate support and activity groups. This role includes providing 1 X 4-hour helpline shift per week. This role will provide specialist support for carers in employment, who combine working and caring for a family member, friend, or neighbour.

**Duties and responsibilities:**

1. Provide information, advice and support to Carers making contact with the CWCSS service via a single point of access (email, telephone, drop in).
2. Utilising Upshot, record all contacts with carers (or professionals working with carers).
3. Make appropriate referrals using Upshot to other providers of the CWCSS or other appropriate agencies, including other carer breaks providers.
4. Ensure carers are aware of all services provided by Cheshire and Warrington Carers Trust and refer and support applications as appropriate.
5. Advise Carers in employment of their rights, possible benefit entitlements and support the completion of claim forms.
6. Arrange one to one appointments within Cheshire and Warrington Carers Trust premises or community venues as appropriate.
7. Lead and deliver regular drop in, support and wellbeing sessions for carers enabling them to meet to obtain information, advice, and support and peer support and to have a short break from their caring responsibilities.
8. Keep up to date with relevant and current legislation, policies and practices for carers.
9. Provide emotional support for carers making contact as appropriate.
10. Ensure that feedback is gathered from all carers making contact, or attending events using agreed tools on Upshot.
11. Working alongside other staff, facilitate regular awareness raising and support events across the borough and throughout the year for carers in employment.
12. Undertake personal development and training updates as necessary in agreement with the Service Lead.
13. Undertake any other duties necessary to support Cheshire and Warrington Carers Trust as required by the Operations Manager, Chief Executive Officer and the Board of Trustees.

Updated February 2024