

The Carers' Support Service

Working with Carers in Northern Lincolnshire



Job Title	Carer Training and Information Officer Northern Lincolnshire
Post Type	Permanent
Number of Posts	1
Salary	£13.75 per hour (£26,455 pro rata per annum)
Hours of Work	19 hours per week (2.5 days) - flexibility over 5 days is a necessity Usual office hours 9am to 5pm, Monday to Friday The post holder will support planned community engagement and outreach which may take place on evenings and weekends.
Accountability	Line Managed by the Deputy Service Manager
Location	Joint base: 11 Redcombe Lane Brigg, DN20 8AU and 1 Town Hall Square, Grimsby DN31 1HY.
About the role	<p>The post holder will be responsible for developing and organising a program of skills and knowledge training and workshops to meet the needs of unpaid Carers throughout Northern Lincolnshire. The post holder will also be responsible for marketing and publicity via social media, the website and printed materials.</p> <p>You will have an enthusiasm for supporting Carers and an understanding of the important part training plays in helping a Carer manage and maintain their caring role. You will need to have drive and determination as you will work with Carers and professionals to explore opportunities and expand the range of training and workshops delivered.</p>
Key duties and responsibilities	<ul style="list-style-type: none">● Plan and deliver a program of training to meet the skills and information needs of Carers, including sourcing, identifying and exploring new opportunities and providers.● Facilitate the delivery of training and workshops by sourcing suitable venues and ensuring appropriate facilities and resources are available.● Deliver training and workshops above.● Work with training facilitators on the delivery of a robust training and workshop programme, and ensure facilitators have the equipment they need to deliver sessions on behalf of the Carers' Support Service.● Manage the monthly wellbeing offer for Carers, including art club and tai chi, liaising with volunteers and external facilitators● Manage a training budget and strive to achieve best value for money.● Actively promote training opportunities using all available methods.● Alongside colleagues, appropriately actively recruit Carers to attend training and workshops.

	<ul style="list-style-type: none"> ● With Carers, explore barriers to training and workshops and ways to overcome them, including working with the volunteer coordinator around the use of volunteers. ● Facilitate the Online Dementia Information Group including organising relevant speakers, and liaising with volunteers. ● Work with, train and coach volunteers to support the training programme. ● Become skilled in the delivery and facilitation of ‘Understanding Dementia’ and deliver this as part of a wider training programme. ● Maintain accurate records of all training delivered and Carer attendance through CharityLog ● Be a part of the wider delivery of Carer Awareness training, to professionals and community members across North and North East Lincolnshire. ● Collect outcomes and statistical data to monitor and evaluate training and workshop opportunities. ● Write quarterly reports providing Case Studies and narrative on the effectiveness of opportunities, highlighting good news stories and any areas for development. ● Consult with Carers and collect evidence to support the need for any new training and workshops. ● Explore external funding opportunities to expand the scope of training and workshops delivered by the Carers’ Support Service, including applying for grants for individual Carers via organisations such as Turn2Us and the Carers Trust. ● Lead on the production of the quarterly Caring Times newsletter for both North and North East Lincolnshire. ● Help ensure all information is accurate and up-to-date on the charity website. ● Support the management of social media (Twitter, Instagram and Facebook) ● Produce, develop and maintain publicity materials while sticking with a strong and consistent brand. ● Working with Service Delivery Managers from both locations, take a leading role in the planning, implementation and marketing of events for Carers Week and Carers Rights Day. ● Register Carers when they contact the Carers’ Support Service for the first time. ● Support the Carer Contact Team to resource the Front Door, ensuring first response needs are met. ● Ensure that groups and individuals have access to information and support that is culturally appropriate. ● Encourage Carers to take part in surveys and consultations relating to Caring in Northern Lincolnshire or the wider regional/national Carers agenda ● Undertake any other duties as required.
<p>General Duties (as applies to most roles)</p>	<ul style="list-style-type: none"> ● Create and update accurate records. ● Pro-actively complete actions working to service level agreements and Key Performance Indicators. ● Act on behalf of Carers where necessary by making telephone calls and referrals in order for them to access the appropriate services and support.

	<ul style="list-style-type: none"> ● Provide information to support Carers to navigate social care systems and access community resources in the right way at the right time. ● Work with colleagues to promote support services and signpost appropriately both internally and externally ● Book appointments as needed for internal services ● Work productively with organisations across Health, Social Care and Education. ● Work with the team to develop wrap around support for Carers. ● Actively find out and share information about services and support available to Carers. ● Share information with Carers and colleagues and keep information up to date. ● Support the team to ensure the effective support of Carers. ● Provide contingency support for outreach and Carer Awareness Training. ● Contribute to Carers Week, Carers Rights Day and Dementia Action Week. ● Undertake any other duties as required ● Provide culturally appropriate support. Proactively work to minimise the obstacles for Carers who find services difficult to access.
<p>While in post you will:</p>	<ul style="list-style-type: none"> ● Show willingness to help others to provide the best service to our carers ● Be proactive and enthusiastic to improve the service we provide ● Have a 'can do' attitude ● Take pride in providing a quality and timely service ● Take responsibility for your continued professional development to be an expert in the service you deliver ● Work to Key Performance Indicators
<p>Employee Benefits</p>	<ul style="list-style-type: none"> ● Minimum 26 days holiday, plus bank holidays Pro Rata, increasing with length of service. ● Up to an additional 4 days holiday given between Christmas and New Year. ● Flexibility to support parents and Carers ● Time off in lieu for extra hours worked ● Supportive and friendly working environment ● Free onsite parking at Brigg ● Free drinks and kitchen facilities

Carers' Training & Information Officer, Northern Lincolnshire

Person Specification

Below are listed some of the qualities and experience which are necessary for this post. They are divided into essential and desirable and we will be looking for evidence in your application form that candidates fulfil the requirements listed under essential. Please use this as a guide when completing the 'About Me' section of the application form.

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> At least 1 year experience of regularly delivering training At least 1 year experience of developing and facilitating training and delivering presentations Working with members of the public and other professionals. Providing quality information and support Organising events/activities/groups/training Promoting a service or product Monitoring and evaluating a service 	<ul style="list-style-type: none"> Working in the voluntary sector Use of Social Media
Skills	<ul style="list-style-type: none"> Good interpersonal skills and telephone manner Confident at networking "selling" skills i.e. the ability to promote a programme or training and encourage participation Organisational skills and ability to plan ahead Can work constructively with voluntary, public sector and health professionals IT skills including word processing, spreadsheets, email and internet 	<ul style="list-style-type: none"> Ability to use online platforms such as Teams and Zoom Ability to use Canva and Doodly
Qualifications	<ul style="list-style-type: none"> Good standard of education. 5 GCSC's (A-C) including English OR Can demonstrate Continued Professional Development. 	<ul style="list-style-type: none"> Teaching or training qualification
Special Knowledge	<ul style="list-style-type: none"> An understanding of the needs of Carers An understanding of the benefit to Carers of accessing information and training 	<ul style="list-style-type: none"> Knowledge and understanding of Dementia Knowledge of Carers Rights and the Care Act 2014
Personal Qualities	<ul style="list-style-type: none"> Ability to work as part of a team Determined to achieve KPI's Enthusiastic, honest and reliable Ability to work on own initiative and to work to deadlines Prepared to undertake training Commitment to Equal Opportunities Discretion, diplomacy and ability to work confidentially 	
Working Arrangements	<ul style="list-style-type: none"> Ability to effectively transport yourself around North and North East Lincolnshire Flexible in hours and days of work as some evening/weekend work will be required 	