

CARERS' SUPPORT SERVICE

**RECRUITMENT
PACK**



Carer Coach

MARCH 2026

WELCOME

Thank you for your interest in joining Carers' Support Service – North East Lincolnshire.

We are a values-led organisation committed to ensuring unpaid Carers are valued, included, listened to, independent and supported.

Every day, we work alongside Carers who support family members and friends with a wide range of needs. We recognise the vital role Carers play and believe they should never feel invisible, unsupported or alone.

This role sits at the heart of that mission.

A close-up portrait of a man with long, wavy, grey hair, smiling slightly. He is wearing a dark-colored shirt. The background is a soft, out-of-focus light color.

ANDY – CARER AND TRUSTEE

ABOUT THE CARERS' SUPPORT SERVICE

The Carers' Support Service was established in 1989 as the Carers' Support Centre, initially formed to research carers' needs and develop dedicated support services.

From its earliest days, the organisation was shaped by carers themselves, with carer-led groups, advocacy and practical support forming the core of its work. Becoming an independent charity in 1993, governed largely by carers, the service expanded steadily across North and North East Lincolnshire.

Over time, the Carers' Support Service developed a wide-ranging offer including carer assessments, learning and training opportunities, wellbeing support, volunteering, and specialist health and community liaison roles. More recently, the organisation has embraced digital delivery and strengthened strategic partnerships.

In 2023, Dementia Direct was launched in North Lincolnshire, bringing support for Carers and specialist dementia support under one roof.

Today, the Carers' Support Service supports over 5000 Carers, more than ever before, responding to changing needs with experience, innovation and a strong community focus.

In 2025 the charity successfully bid to continue providing support in North and North East Lincolnshire for a further 5 and 7 years respectively.



SUPPORTING OUR TEAM

We are committed to making the Carers' Support Service (CSS) the best place it can be to work and ensuring your time with us is happy and rewarding.

We have an approval rating of over 95% for the services and support we provide. We can only achieve such excellent results by working together as a team.

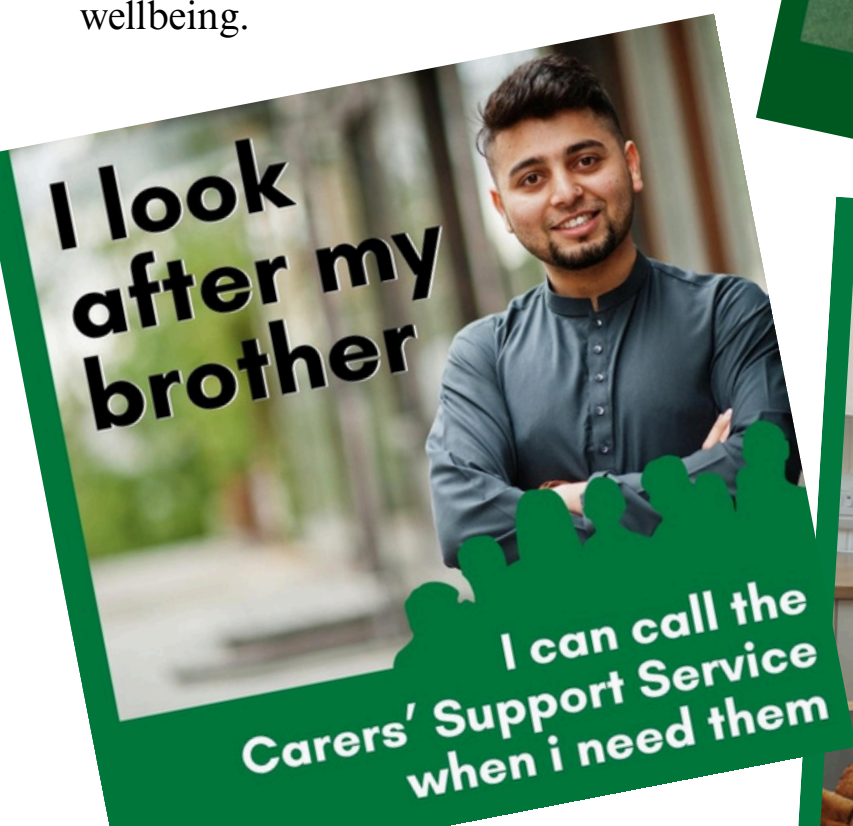
When you support Carers, no day is the same. Although Carers come to us with similar needs, their circumstances are as unique as they are.

Supporting Carers is most often rewarding. We make a real difference to the lives of Carers, and we are often told as much, but supporting Carers can also be difficult.

As an employer we have a responsibility to support you and ensure your work doesn't negatively affect your health and wellbeing.

We have a range of training that you can access to support you in your role, and to help you look after your own wellbeing, such as managing stress and anxiety, mental health awareness, understanding depression, suicide awareness and more. You can also access free counselling should you need it to support you with your work.

We also support you to manage parental and caring responsibilities with flexible working, time off in lieu, Carer leave and parental leave.



THE ROLE AT A GLANCE

JOB TITLE: CARER COACH WITH A FOCUS ON MENTAL HEALTH

CONTRACT: PERMANENT

HOURS: 22.5 HOURS PER WEEK

SALARY: £13.75 PER HOUR
(£26,455 PRO RATA PER ANNUM)

LOCATION: 1 TOWN HALL SQUARE, GRIMSBY, DN31 1HY

This is a frontline Carer Coach and Support role, combining information, advice and guidance with intensive time limited support.

The role involves both responsive 'first contact' support and more intensive, time-limited casework when Carers are experiencing specific challenges.

You will also contribute to outreach, Carer awareness, partnership working and the wider strategic aims of the organisation.

WORKING HOURS AND FLEXIBILITY

Your usual office hours will be Monday, Thursday and Friday 9am–5pm, with flexibility required to meet the needs of Carers and the service.

You will also take part in a rota to ensure Carers can access support when they need it, including:

- early morning office cover
- evening and weekend working

We understand flexibility works both ways. Time off in lieu is provided for additional hours worked, and we actively support staff who are parents or Carers themselves.

**PROVIDING
OUTREACH IN THE
COMMUNITY**



WHAT YOU'LL BE DOING

Provide information advice and support

- Be a first point of contact for Carers
- Provide Carer-focused information, advice and guidance.
- Respond quickly to referrals from the wider community and colleagues
- Establish Carer need and link them to support
- Navigate health and social care systems and signposting carers to a range specialist information and support.
- Help Carers to identify their strengths and resources from within their families, networks and communities.

Community Engagement & Awareness

With a focus on Mental Health:

- Build and maintain relationships with partner organisations
- Support the development of Carer-friendly communities and services
- Contribute to Carer Awareness training, events and campaigns

Empowerment and Advocacy

- Work in a person-centred, strengths-based way
- Act on behalf of Carers where necessary by making phone calls, referrals, writing letters or attending meetings.
- Support Carers to navigate health, social care and community systems effectively.
- Ensure Carers are actively involved in decisions
- Support Carers to understand their rights and options

WHO WE'RE LOOKING FOR

We're looking for someone who is:

- warm, compassionate and approachable
- organised, flexible and solution-focused
- confident working independently and as part of a team
- committed to delivering equitable, high-quality support

Experience of providing information advice and support to the public is important for this role. Lived experience of caring is welcomed and valued. The person specification details the qualities, skills and experience that are essential for this role.

Most importantly, you share our values and genuinely want to make a difference.

WHAT WE OFFER

Minimum 26 days annual leave plus bank holidays (pro rata), increasing with service

Up to 4 additional days leave between Christmas and New Year

Time off in lieu for additional hours worked

Flexible working to support parents and Carers

Supportive supervision and a friendly, inclusive team

Training and development opportunities

OUR COMMITMENT TO SAFEGUARDING AND INCLUSION

Carers' Support Service is committed to safeguarding adults and promoting equality, diversity and inclusion. We actively work to remove barriers to accessing support and welcome applications from all sections of the community.

This role is subject to appropriate pre-employment checks, including appropriate level of DBS check

**WEAR IT PINK DAY
WITH SOME OF
THE TEAM**



HOW TO APPLY

Please make sure you read all of the information provided and use it to assist you in the completion of your application form.

For your application to be accepted, you must use the application form provided. You can add more pages to it should you complete the form by hand, however application forms completed electronically demonstrate a basic level of computer literacy.

Please use the person specification, specifically the essential criteria to assist you in the completion of your application form. We are looking for examples and evidence that you meet the essential criteria when we shortlist candidates for interview.

We check for the use of A.I in applications, please ensure your application accurately reflects your true qualities, skills and experience.

Please send completed application forms to: info.nel@carerssupportcentre.com or they can be posted to: Carers' Support Service, 1 Town Hall Square, Grimsby, DN31 1HY

We look forward to hearing from you and learning more about what you could bring to our team.

APPLICATION DEADLINE: 12 noon - 7th May 2026

INTERVIEWS: 12th May 2026 at 1 Town Hall Square, Grimsby, DN31 1HY
Please ensure you will be available on the date of the interview

