

CARERS' SUPPORT SERVICE

RECRUITMENT PACK



Carer Coach.

AUGUST 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.

**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 a positive and rewarding place to work.

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

When you support Carers, no day is the same. Although Carers may have similar needs, their individual circumstances are unique.

Supporting Carers is rewarding, but frontline work can also be emotionally and practically demanding. This role includes first-contact, reception, community engagement and lone-working responsibilities.

The postholder will also support Carers to participate in North East Lincolnshire Carers Voice. This requires patience, impartiality and the ability to help people with different experiences and communication needs contribute.

We recognise these demands and provide a structured induction, role-specific training, supportive supervision and clear procedures to help staff work safely and confidently.

Training and guidance relevant to the role will include our systems and processes, safeguarding, lone working, reception and Bennett Suite responsibilities, accessible engagement and supporting Carer participation.

Staff can also access wellbeing training and free counselling where support is needed in relation to their work.

We support staff to manage parental and caring responsibilities through flexible working, time off in lieu, Carer leave and parental leave, subject to service requirements.



THE ROLE AT A GLANCE

JOB TITLE: CARER COACH

SPECIALISM: LEARNING DISABILITIES AND CARERS VOICE

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 varied frontline role combining general support for eligible unpaid Carers with more focused support for Carers of adults with learning disabilities.

The postholder will also support North East Lincolnshire Carers Voice, helping members share their experiences, identify priorities, contribute to projects and influence support and services for Carers.

Your working week will include first-contact support, planned appointments, time-limited casework, reception and front-door duties, follow-up calls, database recording, outreach, partnership working and Carers Voice activity.

Priorities can change during the day. You will need to balance planned work with telephone calls, walk-in enquiries, meetings, reporting responsibilities and urgent issues.

**PROVIDING
OUTREACH IN THE
COMMUNITY**

WORKING HOURS AND FLEXIBILITY

Usual office hours are 9am to 5pm, Monday to Friday. The post is normally worked over three full days. All Carer Coaches participate in the service rota. This includes:

- weekday office opening from 8.30am;
- Thursday evening cover until 7pm;
- Saturday office cover from 8.30am to 5pm;
- reception and front-door cover;
- occasional evening or weekend outreach and engagement activity; and
- reasonable cover for planned or unplanned staff absence.

A typical postholder can expect to work one or two Saturdays and one or two Thursday evenings during each six-week period, and to start at 8.30am up to once a week.

Rotas are normally issued two months in advance. Time off in lieu is provided for additional hours worked.



WHAT YOU'LL BE DOING

Supporting Carers

- Be a first point of contact for Carers.
- Provide accurate, timely and Carer-focused information, advice and guidance.
- Establish Carers' needs and agree appropriate next steps.
- Complete assessments and provide time-limited support.
- Help Carers navigate services, understand their rights and access appropriate support.
- Undertake advocacy, referrals, follow-up calls, annual reviews, grant applications and home visits.
- Participate in reception and front-door duties.
- Maintain accurate records and manage allocated and shared service actions.

Learning Disability Specialism

- Provide more focused support to Carers of adults with learning disabilities.
- Understand and respond to the distinct challenges these Carers may experience.
- Help Carers navigate relevant health, social care, education and community services.
- Develop links and referral pathways with services supporting adults with learning disabilities and their Carers.
- Maintain current knowledge of good practice.
- Communicate in an accessible and inclusive way.

Carers Voice

- Support North East Lincolnshire Carers Voice as a Carer-led forum.
- Help plan and facilitate accessible meetings.
- Enable members to share different experiences, opinions and priorities.
- Support members to develop projects and engage with services and partners.
- Promote Carers Voice and recruit and welcome new members.
- Help involve Carers from different backgrounds and caring situations.
- Record activity and report on themes, actions, outcomes and impact.
- Follow up agreed actions and keep members informed about progress.

WHO WE'RE LOOKING FOR

We are looking for someone who is:

- warm, compassionate, respectful and approachable;
- organised, calm, adaptable and solution-focused;
- confident working independently and collaboratively as part of a team;
- able to facilitate inclusive discussions and report different views accurately;
- able to engage, welcome and support new Carers Voice members; and
- willing to participate in the stated rota, reception and lone-working responsibilities.

At least one year's experience of providing information, advice and guidance is essential. You will also need experience of case management or time-limited support, facilitating groups or engagement activity, maintaining accurate records and producing clear written information or reports.

Lived experience of caring is welcomed and valued.

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

Structured induction and role specific training

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 read all the information provided and use it to help you complete your application form.

Applications must be submitted using the application form provided. You may add additional pages if completing the form by hand. Applications completed electronically should still accurately reflect your own skills, experience and qualities.

Please use the essential criteria in the person specification to guide your application. We are looking for clear examples and evidence that you meet these criteria when shortlisting candidates for interview.

We check applications for the use of AI. If you use AI to help structure or check your application, you remain responsible for ensuring that it accurately reflects your own experience, skills and qualities.

Please send completed application forms to:

Email: info.nel@carerssupportcentre.com

Post: Carers' Support Service, 1 Town Hall Square, Grimsby, DN31 1HY

Please contact us if you require a reasonable adjustment to participate in the application or interview process.

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

APPLICATION DEADLINE: 12noon, Wednesday 16th September

INTERVIEWS: Tuesday 22nd September

Please ensure you are available on the stated interview date.

