

Carers' Support Service - North East Lincolnshire

Job Title	Carer Coach & Support Worker
Specialism	Mental Health - training provided
Post Type	Permanent
Number of Posts	1
Salary	£13.75 per hour (£26,455 pro rata per annum)
Hours of Work	22.5 hours per week normally worked as 3 full days Usual office hours 9am to 5pm, Monday to Friday
Working hours and service rota	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 • reasonable requests to help cover planned or unplanned staff absence. A typical postholder can expect to work approximately 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 in accordance with the organisation's arrangements.
Lone Working	Parts of this role involve lone working. Depending on the rota, this may include being the only team member physically present during early, evening or Saturday office opening, as well as undertaking community outreach and home visits.
Accountability	This post will be line managed by the Service Delivery Manager
Location	The Carers' Support Centre. 1 Town Hall Square, Grimsby, DN31 1HY. Occasional travel outside the area may be required. The role also includes outreach within communities across North East Lincolnshire.
About the Role	This is a varied frontline role combining general carer support with specialist support for Carers of adults with mental health needs. The postholder will provide information, advice, first-contact support and time-limited casework. The role also includes planned appointments, reception and front-door duties, follow-up calls, database recording, shared service actions, community outreach and partnership working.

	Priorities may change during the day. The postholder will need to balance planned work with telephone calls, walk-in enquiries, urgent issues and service-recording requirements. The postholder will support eligible unpaid Carers to: ● continue in their caring role safely and confidently; ● identify their needs, strengths and available support; ● navigate health, social care and community services; ● understand their rights and options; ● access the right support at the right time; and ● achieve positive outcomes for themselves and the people they care for.
MAIN RESPONSIBILITIES	
Information, Advice and First Contact Support	● Act as a first point of contact for Carers by telephone, email, online communication, video and face-to-face contact. ● Provide accurate, timely and Carer-focused information, advice and guidance. ● Respond promptly to referrals, establish the Carer's needs and agree appropriate next steps. ● Complete Carer Contact assessments and provide time-limited support where required. ● Conduct short appointments of up to 20 minutes, booked through the website and delivered by telephone or video according to the Carer's preference. ● Complete follow-up calls, annual reviews and outcome monitoring in accordance with service procedures. ● Make referrals and book appointments for internal or external services where appropriate. ● Complete grant applications for individual Carers in accordance with the relevant funder's requirements and internal procedures. ● Undertake home visits where appropriate.
Empowerment and Advocacy	● Work in a person-centred and strengths-based way, helping Carers identify their strengths and available resources within their families, networks and communities. ● Help Carers navigate health, social care and community services and access appropriate specialist support. ● Advocate on behalf of Carers where appropriate, including making telephone calls, completing referrals, writing letters and attending meetings. ● Ensure Carers are actively involved in decisions and plans relating to their support. ● Help Carers understand their rights, choices and options. ● Recognise the boundaries of the role and seek management or specialist assistance when required.
Records, Monitoring and Quality	● Maintain accurate, complete and timely records using Charity Log and other required monitoring systems. ● Proactively manage allocated and shared service actions within agreed timescales. ● Record outcomes and other information required for contract monitoring and service reporting. ● Work in accordance with service standards, service-level agreements and key performance indicators. ● Follow safeguarding, confidentiality, data protection, health and safety and lone-working procedures. ● Recognise and appropriately escalate safeguarding concerns, crisis situations and matters requiring management or specialist involvement.

Front-door, reception and Bennett Suite responsibilities	● Participate in scheduled front-door and reception duties. ● Be part of the first response when the telephone rings or someone attends the centre for support. ● Respond appropriately to enquiries and book appointments or refer people to other members of the team where required. ● Provide reception cover while the Bennett Suite is operating. ● Following appropriate training, provide contingency support within the Bennett ● Balance reception and first-contact responsibilities with planned casework, recording and other duties.
Specialist mental-health carer support	● Provide more focused support to Carers of adults with mental health needs. ● Understand and respond to the distinct challenges these Carers may experience in their caring roles. ● Establish and maintain effective links with local services supporting people with mental health needs and their Carers. ● Develop and strengthen pathways into appropriate support. ● Maintain current knowledge of good practice relating to mental health and the support needs of Carers.
Teamwork, outreach and service development	● Work collaboratively with colleagues and provide reasonable support across the service. ● Build effective working relationships with health, social care, education and community partners. ● Work with colleagues to promote the organisation's services and signpost Carers appropriately. ● Maintain and share current information about services and support available to Carers. ● Support or facilitate groups, training and awareness activities where required. ● Contribute to outreach, Carer Awareness Training, Carers Week, Carers Rights Day, Dementia Action Week and other relevant events and campaigns. ● Provide culturally appropriate support and help reduce barriers for Carers who may find services difficult to access. ● Complete annual mandatory training, including safeguarding adults, safeguarding children and data protection, together with other training relevant to the role. ● Contribute positively to service development and improvement. ● Undertake other reasonable duties consistent with the nature and level of the role.
Employee Benefits	● Minimum of 26 days' annual leave plus bank holidays, pro rata, increasing with length of service. ● Up to four additional days' leave between Christmas and New Year. ● Flexible working arrangements to support parents and Carers, subject to service requirements. ● Time off in lieu for additional hours worked. ● Supportive supervision and a friendly and inclusive working environment. ● Training and development opportunities. ● Free drinks and kitchen facilities.

The Carers' Support Service

Working with Carers in 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.

	Essential Criteria
Experience	• Experience of providing practical, person-centred and solution-focused support to members of the public. • At least one year's experience of providing information, advice and guidance. • Experience of case management or providing time-limited support. • Experience of supporting or facilitating groups. • Experience of maintaining accurate records using a customer relationship management system, database or similar system. • Experience of liaising and working with external organisations and partners.
Skills & Abilities	• Able to balance planned casework with telephone enquiries, walk-ins, reception responsibilities and other unplanned duties. • Able to organise and prioritise work in a busy frontline environment. • Able to maintain accurate, complete and timely records while managing competing demands. • Able to undertake reception, first-contact and general service duties alongside specialist responsibilities. • Able to work independently, use professional judgement and recognise when management or specialist assistance is required. • Able to work collaboratively and contribute positively as part of a team. • Strong communication, interpersonal and listening skills. • Able to communicate with empathy, understanding, sensitivity and discretion. • Strong organisational skills and attention to detail. • Strong IT skills, including the use of databases, email, online systems and virtual meeting platforms. • Able to reflect on practice, respond constructively to feedback and adapt your approach when required.
Qualifications	No formal qualification is required. Appointment will be based on the applicant having the relevant skills, experience and knowledge to undertake the role effectively.
Special Knowledge	• Understanding of the importance of providing the right information, in the right way, at the right time. • Understanding of the needs of unpaid Carers and the challenges they may experience. • Working understanding of Carers' rights, safeguarding, confidentiality and data protection. • Understanding of equality, diversity, inclusion and culturally appropriate practice. • Understanding of professional boundaries and the importance of recognising when a concern must be escalated.

Personal Qualities	• Caring, compassionate and non-judgemental. • Approachable, respectful and able to build trust. • Flexible and adaptable in response to changing service and Carer needs. • Calm and dependable when dealing with competing demands or emotionally difficult situations. • Self-aware and committed to learning and personal development. • Committed to delivering an equitable, inclusive and high-quality service. • Proactive, enthusiastic and solution-focused. • Willing to support colleagues and contribute to the wider work of the organisation.
Working Arrangements	• Able and willing to participate in the service rota, including early starts, Thursday evening opening and Saturday working at the frequency described in the job description. • Able and willing to undertake occasional evening or weekend outreach and provide reasonable cover for planned or unplanned staff absence. • Able and willing to undertake the lone-working duties described in the job description, including office-based lone working, community outreach and home visits. • Full driving licence and access to a vehicle for work purposes.
	Desirable Criteria
Experience	• Experience of working with unpaid Carers. • Experience of working in a health, social care or voluntary-sector setting. • Experience of supporting Carers of adults with mental health needs.
Special Knowledge	• Knowledge of the needs and experiences of Carers supporting an adult with mental ill health. • Knowledge of local health, social care and community services available to Carers in North East Lincolnshire.