

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 and lone-working responsibilities.

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 relevant to the role includes mental health, safeguarding, lone-working procedures, Charity Log, reception and the Bennett Suite.

Staff can also access wellbeing training, including managing stress and anxiety, mental health awareness, understanding depression and suicide awareness. Free counselling is available where staff need support in relation to their work.

We also 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 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 varied frontline role combining general support for eligible unpaid Carers with more focused support for Carers of adults with mental health needs.

Your working week will include first-contact support, planned appointments, time-limited casework, reception and front-door duties, follow-up calls, database recording, shared service actions, community outreach and partnership work.

Priorities can change during the day. You will need to balance planned work with telephone calls, walk-in enquiries and urgent issues while maintaining accurate and timely records.

**PROVIDING
OUTREACH IN THE
COMMUNITY**

WORKING HOURS AND FLEXIBILITY

Your 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
- reasonable cover to meet changing service needs

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 Carer Contact 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 and grant applications.
- Work in a person-centred and strengths-based way.

Frontline and Service Responsibilities

- Participate in reception and front-door duties.
- Respond to telephone, online and face-to-face enquiries.
- Conduct short appointments booked through the website.
- Maintain accurate and timely Charity Log records.
- Manage allocated and shared service actions within agreed timescales.
- Work to service standards and key performance indicators.
- Provide Bennett Suite reception and contingency support following appropriate training.

Specialist and Community Work

- Provide more focused support to Carers of adults with mental health needs.
- Develop links and referral pathways with relevant local services.
- Maintain current knowledge of good practice relating to mental health and Carers.
- Undertake home visits and community outreach where appropriate.
- Support groups, training, events and Carer-awareness activities.
- Recognise and escalate safeguarding, crisis or other concerns requiring specialist or management involvement.

WHO WE'RE LOOKING FOR

We're looking for someone who is:

- experienced in developing and delivering training
- 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

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.

