

Job Description

- Job title:** Working for Carers Employment Advisor
- Accountable to:** Working for Carers Project Coordinator
- Job Purpose:** To provide specialist information, advice and guidance to help carers retain and sustain work, training and or/education.

Main Duties and Responsibilities:

- Assess individual carers' needs and deliver a range on interventions to help carers manage their caring responsibilities alongside work, training or education.
- Promote and encourage carers to access assistive technology solutions.
- Deliver carers information and advice surgeries within workplaces to help carers access support in a timely way.
- Work with the Training and Development Coordinator to deliver training for carers within the workplace to help upskill and improve their confidence.
- Coordinate support with the wider Working for Carers team via regular supervisions and team meetings, as well as working as active team members within the three Carers' Centres across the North of Tyne.

Key tasks

1. Service Delivery

1. Carry a caseload carers who require one to one outcome focused support to retain or sustain work.
2. Assess the needs of individual carers and provide tailored one-to-one support to help them to maintain their employment: understand their rights and options to retain work, eg. flexible work request.
3. Deliver a range on interventions, including emotional support, to help carers manage their caring responsibilities e.g. understand the condition of the person they care, develop coping strategies for dealing with stress or challenging behaviour.
4. Provide advocacy support to: help employers understand the challenges carers face and provide appropriate support within the workplace and through attending relevant health and social care and meetings as appropriate to ensure carers' needs are considered.
5. Support carers to access replacement care from family members or Adult Social Care, where they have eligible needs, to enable them to sustain employment.
6. To support carers to maximise their income and make applications to charitable trusts for financial support for carers where appropriate.

7. To support carers to change employment in order to achieve the flexibility they need to sustain employment alongside their caring responsibilities.
8. To work with carers to support them to have a life outside of caring and work: access to leisure and social opportunities.
9. To promote the use of assistive technology solutions with carers, explaining the benefits of assistive technology and demonstrating the use of a range of equipment solutions.
10. Deliver regular 'Carers Information and Advice Surgeries' in the workplace of targeted employers, to provide information, advice to carers to in a timely way.
11. To support the Training and Development Coordinator in the delivery of training courses for carers in the workplace.
12. To work closely with the Employer Engagement Officers to develop and deliver peer support opportunities for carers in employment.
13. Work collaboratively with Working for Carers team members alongside staff at the three Carers' Centres across the North of Tyne to engage and motivate carers to reach their full potential.
14. Be accountable for maintaining accurate case notes and records of support.
15. Attend regular supervisions and team meetings to enhance accountability and professional development.
16. Safeguard children and vulnerable adults and ensure that decisions or judgments which entail a level of risk are referred to the relevant safeguarding lead.
17. Undertake any other reasonable requests for work as directed by the Project Coordinator.

Person Specification

Qualifications and Training	Essential	Desirable
Good general level of education to NVQ Level 3 standard or above/equivalent qualification or experience level.	X	
NVQ Level 3 in Information, Advice, and Guidance or equivalent qualification or experience level.		X
Knowledge and Experience		
Experience of working with unpaid carers.		X
Knowledge and understanding of rights and support applicable to carers such as employment rights, assistive technology, and/or benefits such as Carers Allowance.		X
Understanding of the potential barriers to education, employment and learning for carers.		X
Knowledge of the local labour market in the North of Tyne region.		X

Experience of providing confidential, independent information, advice and guidance to people in need.	X	
Experience of managing a varied and complex workload.	X	
Experience of and working to agreed targets to achieve set outcomes.	X	
Knowledge of and a strong commitment to equality and diversity.	X	
Knowledge and understanding of safeguarding and a clear focus on taking appropriate action.	X	
Experience of multi-agency working to achieve goals and joined up provision.	X	
Experience of working with groups and presentation skills.	X	
Knowledge and understanding of the health and social care system in Northumberland/North Tyneside/ Newcastle.		X
Experience of using Charity Log or other CRM system.		X
Skills, Abilities and Attributes		
Ability to work remotely and autonomously with minimal supervision with a delegated level of responsibility.	X	
Ability to assimilate and interpret a varied range of information.	X	
Ability to initiate, develop and sustain effective relationships with a wide range of people and services.	X	
Ability to respond to the emotional demands of vulnerable people and their family members.	X	
Excellent IT skills with particular emphasis on Microsoft packages and CRM databases.	X	
Self-motivated and capable of responding independently to problems and situations, using skills and initiative to work towards mutually beneficial solutions.	X	
Flexible approach to working, including weekends and evenings when required.	X	

Keen to learn and develop new skills and take on new challenges and additional levels of responsibility where appropriate.	X	
Commitment to providing a quality service and a strong commitment to team working and supporting colleagues.	X	
Excellent written and verbal communication skills.	X	
Ability to collate and produce high-quality information materials for circulation to service users and professionals.	X	
Ability to challenge negative attitudes and beliefs, when necessary, while working with carers.	X	
Ability to work within professional boundaries and respect and adhere to confidentiality, data protection and information sharing regulations across all aspects of the work.	X	
Model and encourage high standards of honesty, integrity, openness and respect and portray a positive image of the organisation at all times.	X	
Ability to travel efficiently throughout the North of Tyne area.	X	
Professional, enthusiastic, self-motivated, and reliable.	X	