



# NEATH PORT TALBOT CARERS SERVICE

CARERS AT THE HEART

## Job Description

<b>Job Title:</b>	Parent Carers Advice and Support Officer
<b>Reports To:</b>	Lead Carers Advice & Support Officer
<b>Location:</b>	Neath Port Talbot Carers Service 36 Orchard St Neath SA11 1HA
<b>Salary:</b>	SCP 12-14 £22,236-£23,135 Post currently funded until 31/3/26
<b>Hours:</b>	21 hours a week

## PURPOSE OF POST

- To provide accurate and up to date information, advice and support to parent carers.
- To carry out annual carers assessments as required in partnership with Children's and Adult Social Services.
- Work closely with the Team Leader, Single Point of Contact (SPOC) Carers Advice and Support Officer, Parent Carers Transition Advice and Support Officer, to ensure seamless information, advice and assistance is provided by NPT Carers Service.
- To support the Team Leader and Service Manager in ensuring that effective Quality Assurance and monitoring systems are developed and maintained for the project.
- Develop and maintain strong relationships with all stakeholders that provide support for parent carers.
- Provide assessments and support for parent carers at the NPT Carers Service offices and within the community.
- To work towards providing equitable access for specialist provision to carers across Neath Port Talbot.
- To assist in all aspects of service delivery as appropriate in respect of the Carers Service.
- To undertake professional development as required

- To promote and ensure safe working practices in line with Health and Safety requirements.
- To participate in regular, documented supervision sessions with the Team Leader

**MAIN TASKS**

To represent the Carers Service	- To represent the Carers Service in partnership with the Social Work teams and the community.
To complete carers assessments To provide an Information, Advice and Assistance Service to NPT Carers	-To complete annual carers assessments with parent carers following a referral process from Children’s and/or Adult Services or when a carer contacts NPT Carers service directly. - Provide Information, advice and support to Parent Carers during the assessment process - Use Charity Log routinely on a day-to-day basis, to ensure timely capture of quantitative and qualitative data. - Develop and maintain good working relationships with other providers of services to Carers in Statutory Services the Third and Independent Sectors.
To assist in all aspects of service delivery in respect of NPT Carers Service.	- Contribute to the operational planning process for the Carers Service. Ensure the service is responsive to the needs of Carers seeking views and suggestions of people receiving support from the Carers Service. Informing the Manager of specific needs identified that could be implemented into the Carers Service.  - Provide welfare benefit support and advice to Parent Carers. Carry out home visits, office appointments and in the community.
To undertake professional development as appropriate	- Attend relevant training and conferences that would benefit the employee as well as the service delivery to carers.
To promote and ensure the safe working practices, in line with Health & Safety requirements	- Be aware of Health & Safety requirements within the workplace and lone working in the community.

**PERSON SPECIFICATION**

**Essential**

- Able to demonstrate excellent written and oral communication/ interpersonal skills.
- Experience of working with multi agency partnerships.
- Able to demonstrate an understanding of the needs and issues affecting parent carers.

- Experience of working with carers and/or service users who provide care for children and young people
- Knowledge and/or understanding of benefit entitlements and carers' rights.
- Able to demonstrate ability to use IT and an aptitude for the use of software packages including Microsoft Word and Excel.
- Able to demonstrate the importance of good customer care skills to deal with clients at all levels in a professional manner.
- Able to demonstrate a willingness to be a proactive member the Carers Service team.
- Able to demonstrate a willingness to respond flexibly to the requirements of working in a busy environment.
- Ability to work co-operatively.
- Able to demonstrate awareness of the importance of confidentiality and working within data protection and GDPR requirements.
- Commitment to maintaining professional standards.
- Good time management/ability to work to deadlines.
- Willingness to undertake professional development as appropriate.
- Ability to use own initiative/motivation.
- Daily use of suitable transport (Travel throughout the County Borough of Neath Port Talbot is essential).
- Educated to Level 4 in Advice and Guidance or equivalent experience. Must be prepared to work towards a level 4 qualification if required to do so.

#### **Desirable**

- Ability to communicate through the medium of Welsh language.
- Knowledge and understanding of Welsh culture.
- Experience of using Oracle and/or completing carers assessments.

#### **ADDITIONAL INFORMATION**

The post holder will be required to be flexible with a range of duties undertaken to ensure operational duties of the organisation can be met. Any such flexibility will be consistent with the overall duties and competence of the post holder. Staff are required to adopt a team working approach.

Neath Port Talbot Carers Service is an information, advice and support organisation. All staff are required to carry out their duties to support and promote this ethos, including adopting a positive attitude and approach to their post as well as a commitment to team working.

Access to transport for business purposes is essential for this post, travel throughout Neath Port Talbot is essential.