



# NEATH PORT TALBOT CARERS SERVICE

CARERS AT THE HEART

## JOB DESCRIPTION

<b>Job Title:</b>	Lead Carers Advice and Support Officer
<b>Reports To:</b>	Service Delivery Manager
<b>Location:</b>	Neath Port Talbot Carers Service 36 Orchard St Neath SA11 1HA
<b>Hours:</b>	24
<b>Salary:</b>	£24,551.00-£25,542.00

### **PURPOSE OF POST**

1. To ensure all contacts with carers, including referrals, carers assessments, provision of information, advice and support are dealt with efficiently and effectively in accordance with service standards and requirements of funders.
2. To work closely with the Social Services 'Single Point of Contact' multi-disciplinary team to ensure carers access the right support at the right time.
3. To provide daily supervision and line management to the five Carers Advice and Support Officers.
4. To undertake and document regular supervision sessions with staff, focussing on achievement and continuing professional development, providing feedback to and gaining support from the Service Manager.
5. To collect, collate and report statistical and other key information as requested by the Service Manager.
6. To identify and act on any service risks/opportunities and discuss with the Service Manager
7. To provide support to the Service Manager.

### **KEY RESPONSIBILITIES AND DUTIES**

- Responsible for planning, scheduling, and reviewing workload for NPT Carers Assessments, Information & Advice, Benefit Support services and referrals into

service, ensuring that a timely, responsive and accessible service is provided to all carers. This must be in accordance with service standards and funders' requirements.

- Access to NPTCBC Social Services Management Systems to update and screen carer assessment referrals to NPT Carers Service in a timely manner – set by Social Services guidelines.
- Responsible for contacting carers (withing 2 days of referral being made), offering an assessment, providing information and advice, arranging for information pack to be sent and updating NPT Carers Service database.
- Responsible for ensuring all Social Services carers assessments are completed to a high standard and are signed off in a timely manner.
- Responsible for ensuring all carers assessment actions are reported to relevant Network Teams for further investigation and are followed up.
- Working in partnership with the Social Services 'Single Point of Contact' Team to provide training, information, guidance and advice on carers issues as set out in the Integrated Care Fund Project.
- Ensure accurate, up to date information and advice is provided to all carers, and their representatives, that access NPT Carers Service.
- Collect, collate and record statistical information as requested by the Service Manager.
- Support the Team when Service Manager is absent, make decisions and action issues that may arise at this time.
- Work closely with the Service Manager regarding ideas, suggestions, funding and planning for the future.
- Support with day-to-day leadership as required.
- Use Charity Log routinely on a day-to-day basis, to ensure timely capture of quantitative and qualitative data.
- Prepare monthly, quarterly and annual statistics/reports for funding applications and commissioned projects.
- Ensure compliance with all NPT Carers Service standards, policies & procedures by regularly circulating to all relevant staff and stakeholders.
- To ensure that the elements of the service, managed by the post holder, comply with the requirements set out in contracts and other funding agreements.
- To develop and maintain professional relationships with partner agencies in the public, private and third sectors.
- Authorise staff time sheets, travelling expenses and expenditure.
- To provide line management and support, coaching and mentoring to staff and maintain regular & effective communication.
- Provide line management for all members of staff assigned at the time, including induction, monthly supervision and annual appraisals sessions.
- Manage and authorise relevant staff annual leave, sickness absence management and TOIL requests, ensuring there is always sufficient service cover.
- Deal with concerns raised by staff and address issues in relation to staff members' conduct and/or performance in accordance with relevant policies.

- Support all staff within a spirit of co-operation and transparency, maintaining harmonious inter-personal relationships.
- Take responsibility for own continuing professional development.
- Assess training needs of staff, establish an annual CPD training plan and take responsibility for discussing with the Service Manager.
- Undertake other reasonable duties as requested by the Service Manager.

## **PERSON SPECIFICATION**

### **Essential**

- Knowledge and experience of managing and supporting a diverse team of staff.
- Educated to degree level or hold an equivalent qualification.
- Ability to develop good working relationships with staff and volunteers both internally and externally.
- Successful proven experience of working in partnership with other agencies.
- Ability to deal with difficult situations calmly, tactfully and responsibly in accordance with relevant policies.
- Ability to give positive and critical feedback, whilst helping staff to develop and improve.
- Ability to analyse and evaluate performance or practice and make recommendations to drive continuous improvement.
- Awareness of local and national developments in providing Information & Advice services.
- Able to evidence knowledge of issues impacting on health and social care and welfare benefits, including the use of reference materials and consideration of relevant legislation and regulations.
- Well-developed understanding of benefit eligibility and qualifying criteria.
- Understanding and experience of the diverse health and social care needs of carers in local areas and communities.
- An understanding of and commitment to client confidentiality, data protection and GDPR.
- Experience of using IT systems and common office software applications, in particular Microsoft Word, Outlook and Excel, as well as knowledge of database management.
- Ability to meet deadlines, work effectively under pressure and make efficient use of time and resources.
- Excellent interpersonal skills, including verbal and written communication.
- Well organised, methodical and able to prioritise tasks.
- Evidence of continuing professional development.
- Ability to prioritise own workload in order to meet deadlines
- Willingness to be flexible and adaptable, including working evening and weekends as required and of working in a small team and taking on other tasks as required.
- This post requires access to a car insured for business purposes.

**Desirable**

- Able to communicate through the medium of Welsh.
- Knowledge and understanding of Welsh culture.
- Experience of working with unpaid carers

**ADDITIONAL INFORMATION**

The post holder will be required to be flexible with the range of duties undertaken to ensure the operational needs of the organisation can be met. Any such flexibility will be consistent with the overall duties of the post holder.

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.