

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	Carer Support Officer (telephone-based)
Responsible to:	Carers Support Manager
Hours:	26.5 hours per week (Hours: Tue Wed Thurs 9-5, Fri 9.30-1.30)
Salary:	£17,953 for 26.5 hours (Actual Salary) / £25,406 FTE
Place of work:	Vassall Centre, Gill Avenue, Fishponds, Bristol

Aims of the post

To:

- Provide information, advice and guidance to carers over the telephone.
- Refer carers to appropriate services and support both internally and externally
- Undertake telephone-based assessments, reviews and casework

Main tasks

To:

1. receive calls through our CarersLine service (telephone advice service) and respond to requests for information, advice, guidance and support.
2. refer carers, where appropriate, to other services both internally and externally.
3. research information requested by carers to respond to enquiries in a timely manner.
4. undertake 'casework' support by phone for more complex enquiries
5. undertake telephone-based assessments / reviews, supporting the wider Carers Support Officer (CSO) team.

6. Create, update and manage carers records on CharityLog (case management system).
7. Support the Carer Support Manager by contributing to the ongoing development of the CarersLine service.
8. Contribute to monitoring reports for the organisation, local authorities and stakeholders

General

To:

1. ensure that all work is carried out in accordance with CSC policies and procedures.
- 2 undertake any other duties commensurate with the grading of the post, as agreed with line manager
- 3 represent and promote the work of Carers Support Centre.

PERSON SPECIFICATION

ESSENTIAL:

Experience/Knowledge

- Recent experience of customer service or advice work

Skills

- IT skills, including case management systems, Office 365
- Ability to research information online
- Excellent written and verbal communication skills
- Excellent listening and interpersonal skills

Attributes

- Able to work alone and in a team, manage time effectively, and prioritise your own workload
- Work in a creative way with the team to consistently improve our service to carers, e.g. by identifying smarter procedures or new ways of working
- Ability to establish good working relationships with staff, volunteers, carers and external agencies and organisations

Behaviours

- Positive attitude, with a solutions-focused approach
- Creative and resourceful
- Committed to excellence and good practice
- A strong commitment to carers and to aims and values of CSC
- An understanding and commitment to equality and diversity

January 2025