|  |  |  |
| --- | --- | --- |
|  | For Admin use only |  |
| Application Number |  |
| Interview offered | Yes / NO |

CARERS SUPPORT CENTRE (CSC) - BRISTOL AND SOUTH GLOS.

**Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ**

|  |  |
| --- | --- |
| **Post applied for** | Telephone Carers Support Officer |

**Notes**

1. CSC does not accept CV’s (unless specifically stated) and all applications must be made via application form. Please complete this form fully as all the information requested is needed both so that we can appoint the most suitable candidate, and to safeguard the children and vulnerable adults we work with. **Post holders may be required to undertake a Disclosure and Barring Scheme check and will need to produce evidence of their eligibility to work in the UK.** This post is exempt from the Rehabilitation of Offenders Act, all convictions must be listed, as requested. In order to safeguard our service users, please note that we will terminate the employment of or withdraw offer of employment from anyone found to have failed to declare a conviction, caution or pending police action or having been subject to police investigation.

2. Before shortlisting, the information on the first two pages is removed to ensure you are assessed solely on your ability to compete for the post for which you have applied. **Please do not add your name anywhere else on the form.**

3. Please take the opportunity to say anything you feel will support your application. Your application will be assessed against the person specification for the post, please make sure you read this and show how your experience is relevant.

**Section 1 : Personal Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Full name** |  | **Landline No:** | |  |
| **Address (inc postcode)** |  | **Mobile No:** | |  |
|  | | |
| **Email:** |  | |

Do you hold a current full driving licence? o Yes o No

# Section 2 : References – (To be taken up after interview)

Please give the names of two referees, ***one of whom should be your current or most recent employer***.

|  |  |  |
| --- | --- | --- |
|  | **Referee 1** | **Referee 2** |
| **Name** |  |  |
| **Company** |  |  |
| **Address (inc post code)** |  |  |
| **Tel No** |  |  |
| **Email** |  |  |
| **Relationship** |  |  |

**Section 3**

Because of the nature of the post for which you are applying, please list all convictions, cautions, pending police action or any police investigation you have been subject to. In the event of you being employed in this post, failure to disclose any information requested will result in dismissal.

|  |  |
| --- | --- |
| Have you ever been convicted of any court offence/been cautioned,  or are you subject to any pending police action or investigation? | o Yes o No |

If yes, please provide details of offence, date, and sentence in a separate, sealed envelope which will subsequently be returned to you. It will only be opened if you are considered for appointment (depending on the nature of the offence and when it happened you may or may not be disqualified). Alternatively you can email the information to us if you feel it appropriate.

Please **do not** put details on this form. Such information will be confidential to the appointment panel.

|  |  |
| --- | --- |
| Are you currently on the Independent Safeguarding Adults (ISA) register –  if so please give your register number. | o Yes o No |

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# Section 4: Declaration

|  |  |
| --- | --- |
| Are you subject to immigration control? | o Yes o No |
| Are you free to take up employment in the UK? | o Yes o No |

**You should only sign this once you have completed all sections and have evidence of your eligibility to work in the UK.** If any information recorded here is subsequently found to be untrue or inaccurate any employment contract may be invalidated and the employee subject to disciplinary action or dismissal.

Application forms for unsuccessful applicants will be held on file for one month to enable us to give feedback, after this time they will be destroyed.

I declare that to the best of my knowledge and belief the information given on this application form is true and correct and that I am eligible to work in the UK.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Dated: |  |

**Note:** Please remember to complete and email/post the separate equal opportunities monitoring form (available from our website).

**Section 5 : Education, Training, Courses and Qualifications**

Please include details of all education and relevant training, starting with the most recent first. (Please insert additional lines as necessary.)

|  |  |
| --- | --- |
| Dates from - to | Qualifications obtained |
|  |  |
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|  |  |

**Section 6: Employment history**

Please begin with your current or most recent employment. Please include details of any relevant voluntary work. Please fill this in to the nearest month. Please show any gaps and provide a brief description of what you were doing during that time.

|  |  |  |  |
| --- | --- | --- | --- |
| Name and address of employer / voluntary organisation | Dates employed from - to | Position held and main duties | Reason for leaving |
|  |  |  |  |
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**Section 7: Further Information**

Please complete each section below giving evidence of your skills/experience in each area. (Please continue on a separate sheet if necessary.

**PERSON SPECIFICATION - (All essential unless otherwise stated)**

**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