

# **Crossroads Care Charity**

## **Job Description**

### **Carer Advisor**

#### **Purpose**

The primary purpose of this role is to provide high-quality advice, information, and support to carers, both over the phone and in person. This includes conducting detailed assessments of carers, including statutory Carers Assessments (both over the phone and in person), managing a caseload, developing tailored support plans, and applying a solid understanding of relevant legislation to ensure carers receive the assistance they need.

#### **Values**

- Caring
- Teamwork
- Resourceful
- Respect
- Collaborative

#### **Key responsibilities**

##### **Information, advice & assessments**

- Work as part of a team of Carer Advisors, delivering effective information, advice, and conducting Carers Assessments.
- Provide accurate, up-to-date, evidence-based information and support using appropriate communication channels, such as telephone, written communication, and face-to-face interactions.
- Apply a personalised approach to Carers Assessments, working collaboratively with carers to explore and implement tailored solutions.
- Following a Carers Assessment, co-produce an individualised support plan with agreed outcomes that meet identified needs, including a funded carer support package, and submit it for approval by the carers panel.
- Manage a caseload of carers, navigating a range of complex caring situations while adhering to agreed protocols, UK legislation, and current policies and procedures.
- Assist carers in accessing additional support through applications to external trusts and funding streams.
- Continuously maintain and develop knowledge of relevant services to effectively refer or

- signpost carers and staff to other appropriate resources.
- Collaborate with external organisations as needed to create innovative and flexible
- packages of both short-term and long-term support.

### **General**

- Maintain accurate, up-to-date, and timely records for carers in accordance with Carers
- Centre standards, using the case management system.
- Adhere to Carers Centre policies, protocols, and procedures, including those related to
- GDPR, Health and Safety, confidentiality, record keeping, and safeguarding.
- Participate in relevant training and supervision.
- Work flexibly to support carers and the needs of the service. The post holder is required to
- contribute to a rota and cover for absent colleagues as necessary.
- Undertake, by agreement, any other duties that are reasonable and appropriate to the business of Sheffield Carers Centre.

### **Quality**

- To ensure compliance with relevant regulatory requirements both internally and externally
- To work closely as part of a team, providing flexible support and cover to maintain high quality services.
- To ensure a quality service is provided by monitoring standards and reviewing the service

### **Personal Training and Development**

- To keep an up-to-date knowledge base through attendance at study days and courses as determined in discussion with the line manager
- To establish and maintain effective communication links to other agencies
- To participate in regular supervisions and performance reviews

### **Promoting Crossroads Care**

- To represent and positively promote Crossroads Care organisation locally as required.

### **Other Tasks**

- To follow Crossroads Care Code of Conduct.
- To work within the philosophy and policies of the organisation.
- To work within Health and Safety regulations.
- To ensure that equality and diversity principals are applied at all times.
- To ensure confidentiality is maintained at all times.
- To undertake any other duties commensurate with the post holder's grade as requested by the line manager.

## Person Specification

### Carer Advisor

Qualifications, Education, Training	Essential	Desirable	Source of evidence
A good educational background	√		App Form
Good presentation and communication skills (written and oral)	√		App Form + Interview
Computer literate (training will be given on the in house computer package)	√		App Form + Interview
Clean driving licence and use of a car		√	App Form + interview
<b>Experience and Skills</b>			
A good understanding of the needs of carers – either through experience of working with carers (paid or unpaid) or personal experience.	√		Interview
Ability to develop relationships and access support and information for carers.	√		App Form + Interview
A good organiser - managing time effectively and prioritising issues	√		Interview
Ability to handle a variety of issues simultaneously	√		Interview
Ability to work on own initiative	√		Interview
Ability to develop relationships and access support and information for carers.		√	Interview
Ability to work as part of a team	√		Interview
Experience of providing personalised information and support, using different methods and settings.		√	Interview
Knowledge of voluntary and statutory bodies		√	App Form + Interview
Knowledge of carers and disability issues		√	App Form + Interview
Able to demonstrate sensitivity, diplomacy and a caring attitude to the service user group	√		App Form + Interview
Experience of managing a complex and demanding caseload and working to deadlines and targets.		√	App Form + Interview
<b>Aptitude/Person Skills</b>			
Willingness to work flexible hours	√		Interview
Self motivation and self-confidence	√		Interview
Adaptability	√		Interview
Patience and tact	√		Interview
Sense of humour	√		Interview
Commitment to Equal Opportunities	√		Interview
A recognition of the importance of respect	√		

and the confidentiality of carers and staff			App Form + Interview
<b>Values</b>			
Demonstrates a deep understanding of carers' needs and challenges, either through personal or professional experience	√		Interview
Dedicated to promoting equality and best practices in diversity, ensuring support is accessible to all.	√		Interview
Ability to work effectively within a team and build positive relationships with carers and other staff.	√		Interview
Shows responsibility in handling casework, making decisions, and maintaining accurate records.	√		Interview
Ability to find innovative solutions when providing advice or developing support plans.		√	Interview
Awareness and sensitivity to cultural diversity, possibly enhanced by knowledge of community languages.		√	Interview
Open to continuous learning and applying new skills in line with evolving carer support needs.		√	Interview
<b>Miscellaneous</b>			
Disclosure & Barring Service check	√		DBS Check