



**Carers
First**

**Candidate Pack
Carer Support Adviser
(Medway Hospital)**

Welcome

Thank you for your interest in working for Carers First as our next Carer Support Adviser at Medway Hospital (Medway).

This is an exciting time to be joining the charity as we are in the final year of delivering our ambitious three year strategy and starting to look at our goals for the future. Over the last three years we have considerably grown our reach and support for carers, evolved our operations, forged new partnerships and improved our ability to measure the impact of our support, with and for, carers.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.5 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £162 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for, thousands of carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
 - Reach out to all sections of the community.
 - Provide a working environment in which everyone feels valued, respected and able to contribute.

Both as a service provider and an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order to help everyone realise their full potential as carers or

employees of Carers First.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2021-24

In April 2021, Carers First introduced our three-year strategy, to spell out exactly how we will help more carers access the vital support and services they need so we can make a real difference to their lives.

It is important to us that our strategy was developed by a range of people from staff, trustees and funders but also colleagues in social care, health, schools and, most importantly, carers themselves.

With their collective views and opinions, we've formed a strategy that will enable us to reach and support significantly more carers and make a positive, material difference to their lives.

Strategic Objectives

The Carers First strategy builds upon our successful past and enables us to reach and support significantly more carers, deliver new services and programmes, forge new collaborations to increase our impact and to grow and diversify the funding base of the charity.

We are unrelentingly focusing on **five objectives**:

1. Recognise and reach greater numbers of carers, at the earliest opportunity
2. Enhance our support to carers to make a material difference in their lives
3. Raise the profile of Carers First and its work, to secure support for carers in collaboration with other organisations
4. Develop a vibrant, supported, inclusive and high performing team
5. Grow our financial sustainability and strengthen efficiency of our operations

Our services will be designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.



Our impact and reach

Last year, we reached over **274,000 carers** which exceeds our 2024 strategy target of 250,000 a year early. We have been able to make a material difference in carers' lives and we can evidence that carers feel more confident, informed and resilient in their caring role and that we are maintaining and improving their Carers Star score.

We are growing, and currently have over **45,000 carers registered** with us.



Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	Carer Support Adviser (Medway Hospital)
Salary range:	£16,024 per annum (£23,250 FTE)
Contract:	Permanent
Hours:	25.5 Hours per Week
Location:	Working flexibly from home and in Health setting (eg; Medway Hospital Integrated Discharge services, Primary Care Network and community settings)

Job Description

Job title: Carer Support Adviser (Medway Hospital)

Reports to: Adult Carer Team Lead in Medway

Purpose of the role: Provide Information and Advice to Carers which enables them to build resilience and develop support networks which promote wellbeing and makes a difference to their lives.

Job Overview

The Carer Support Adviser will:

1. Provide personalised information, advice and support to young people and adults who look after a relative or friend who could not manage without their help.
2. Be pro-active in the identification of Carers through partnership working, running peer support groups, delivery of Carer assessments and providing information, advice, guidance and emotional support to Carers.
3. Work collaboratively with carers using a strengths-based approach to identify need and support planning where required which clearly identifies intended outcomes.

4. Identify carers through community-based networking including engagement with Primary Care Networks and GP engagement and the Integrated Discharge services in Medway Hospital with the promotion of services that Carers First offer with collaborative partners.
5. Develop a strong understanding of the Carers First databased and their functionality to ensure accurate data records are maintained in meeting targets as outlined with our commissioners.

Responsibilities and Duties

- 1. Provide information, advice and support to young people and adults who look after a relative or friend who could not manage without their help.**
 - Provide a personalised service to Carers based on the principles of trust, respect and dignity.
 - Provide information, advice, guidance, emotional and practical support that responds to identified Carer need.
 - Advocate on behalf of Carers and empower self-advocacy and Carer contributions to local decision-making processes.
- 2. Be pro-active in the identification of Carers through partnership working, running peer support groups, delivery of Carer assessments and providing information, advice, guidance and emotional support to Carers.**
 - Hold in house expertise on behalf of Carers First engaging in national best practice, working collaboratively with statutory and voluntary sector partners.
 - Actively identify Carers through partnerships, outreach, community connections, and networking. Raise awareness of Carer issues and co-ordinate the support available.
 - Work collaboratively with statutory and voluntary sector partners.
 - Promote the service through attending meetings with partners and providing training to wider community partners around supporting Carers.
 - Work with the Communications Team to promote activities through all mediums including e-news and social media.
- 3. Work collaboratively with carers using a strengths-based approach to identify need and support planning where required which clearly identifies intended outcomes.**
 - Listen to and discuss with Carers their support needs and where possible work with them in finding solutions.
 - Using Carers Star assessment and triaging tools to support Carers with personalized support planning that is proportionate to their needs.
 - Work with Carers to produce an appropriate personal action plan that enables them to build resilience and confidence and gives them the support they need to continue caring.
 - Where localized support is not accessible or available, work collaboratively with Carers to identify and access alternative grants and funding where appropriate to support the caring role.
- 4. Identify carers through community-based networking including engagement with Primary Care Networks and GP engagement and the Integrated Discharge Team in Medway Hospital with the promotion of services that Carers First offer.**
 - Actively identify Carers through partnerships, outreach and community connections including hospitals, Neighbourhood working, Primary Care Networks, Community and Voluntary Services and other collaborative partnerships.

- Work alongside statutory and voluntary sector partners including Businesses and Employers to widen opportunities and support to carers.
- Advocate for Carers, ensuring that their views and opinions are heard across the networks and partners engaged.
- Support employers with workplace health programme and to become 'Carer Friendly'.
- Engage with GP practices and practice staff and provide Carers Awareness training/workshop supporting 'Carer Friendly' environment.
- Identifying and networking with 'Carer Champion' role with good practice using the NHS framework of quality markers.
- Joint working with IDS colleagues to allow for early identification of those carers that need support and direct referrals routes to ensure timely and safe discharge from hospital.
- Monthly Information Stand held in the Hospital to promote the services to patients/carers/hospital staff.

5. Develop a strong understanding of the Carers First databased and their functionality to ensure accurate data records are maintained in meeting targets as outlined with our commissioners.

- Build capability around the functionality of the databases and reporting process to effectively record and monitor Carer information.
- Collaborate with Carers First Quality Leads, providing assurance that assessments and contact with Carers meet the agreed standards.
- Ensure that all recordings are within the agreed processes and timeframes and that key actions are recorded.
- Provide evidence-based cases studies and reports which reflects Carers Feedback and surveys.
- Use a range of outcome-based tools to evidence your work, identify gaps in provision and support continuous service development.
- Be highly competent in own use of IT (Microsoft Applications Word, Excel, Outlook).

Comply with data protection legislation and GDPR good practice ensuring Carers First's data policies and procedures are adhered to at all times.

Carers First is committed to safeguarding children, young people and vulnerable adults from abuse and expects all staff and volunteers to share this commitment.

To work as part of the Carers First Organisation and from time to time undertake work as directed by line manager for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

Person Specification

Skills and Experience

Education

- NVQ level 2 education or demonstrable experience.

Carer Support

- Experience of working with adults within the health and social care sector
- In-depth knowledge of issues which impact on carers
- Experience of undertaking person-centered assessments, co-producing and implementing support plans
- Demonstrate empathy and the ability to work with carers in a non-judgmental manner, recognizing they are the experts in care
- Experience of planning and delivering groups and activities in a variety of settings

Communication and stakeholder engagement

- Excellent interpersonal skills and proven ability to develop effective working relationships with a range of organisations, partners, funders, and users of the services
- Excellent communication skills; listening, written and verbal
- Experience of working in partnership with other organisations to deliver a range of support to carers and individuals
- Good geographical and working knowledge of support services within Medway.

IT and digital experience

- Highly competent in use of IT (Microsoft Applications Word, Excel, Outlook), mobile telephony and social media platforms.
- Experience of using a database to record interventions and manage workstreams

Personal Qualities

- Ability to demonstrate understanding of and commitment to the goals and values of the charity
- Commitment to the principles of Equality & Diversity and it's practical implementation
- Self-motivated with the ability to work both independently and as part of a team
- Excellent organisational and time management skills with a proven ability to prioritise work to meet deadlines and show attention to detail.
- Demonstrate a high level of professional credibility, integrity and emotional resilience

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact xxxxxxxxxxxxxxxx, and xxxxxxxx will be happy to organise for one of the Team to contact you.

Please note that if you have not been contacted within one week of the closing date, your application has not been successful.

****Timetable****

Closing date:

First stage interviews (virtual):

Final interviews (in person in xxxxxxxxxxxx):

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include in your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.



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Carers
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