



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

**JOB TITLE:** Advisor – Universal Services for Carers

**Salary:** £20,253

**Hours of Work:** 37.5, Monday to Friday, 9-5

**Location:** Derby City Centre and venues around Derby – however, currently working from home owing to COVID-19 restrictions.

**Status:** Permanent

**Closing Date:** This vacancy we stay open until a suitable person is found.

### Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

### Our CORE values

**Communicate:** We will be consistent, positive, passionate, and listen.

**Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

**Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

**Effective:** We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

## The Service

Citizens Advice Mid Mercia delivers the statutory carers service for Derby City Council and Derby and Derbyshire CCG. This service is called Universal Services for Carers. It offers access to support, training, advice and information to help carers in Derby City in their caring role.

The aim of the Service is preventative, ensuring carers do not reach crisis point, keeping them physically and mentally well, and ensuring carers can retain their caring role for as long as possible.

Citizens Advice Mid Mercia provides carers in the City with the following services:

1. Information, advice and guidance – as well as Carers Conversations (the first stage of a Carers Assessment)
2. Training and carer development
3. Well-being support and activities
4. Peer support
5. Carers clinics in conjunction with GP services and drop-ins across the City

## The Role

To answer the service's help-line and initial points of contact, conduct in-depth Carers Conversations, and to support Volunteer Advisers and Administrators based at our Derby City office. To ensure the communication of up to date, relevant and accurate information and advice is provided to carers on the following: how to sustain a safe caring role and to avoid crisis; how to access information and advice on benefits, entitlements, debts, housing, relationships and family. To ensure relevant referrals to specialist agencies are processed (such as Occupational Therapist referrals and applications for Needs Assessments). To provide guidance on the rights of carers, information on Derby City carers schemes (such as Lions Message in a Bottle) and carer respite and breaks and health and well-being information. To process internal referrals to the specialist staff members within the team (such as the Training Coordinator and Well-Being Coordinator). To analyse client data and produce monthly and quarterly reports summarising contacts to the Service.

The specific aspects of the role are as follows:

#### Initial Assessment -

- Assess client enquiries using sensitive listening and empathetic questioning;
- Conduct assessments over the telephone, via web chat or face-to-face;
- Identify and summarise the essence of the client's issue/s;
- Identify key information about the issue/s, including time limits, key dates and any requirement for urgent advice or action (using agreed procedures and any other diagnostic tools, as necessary);
- Assess and agree the appropriate level of support, taking into consideration the client's ability to take the next step themselves, the complexity of the issue/s and the Services' resources;
- Refer/signpost clients appropriately (both internally and externally) to suit client's needs following agreed protocols, including managing expectations and informing clients of what to do/expect;
- Accurately record details of the assessment and next steps onto the organisation's case management system, Casebook.

#### Conducting 'Carers Conversations' -

- Conduct Carers Conversations with clients using sensitive listening and empathetic questioning so as to provide clients the space and time to explain their needs and empower them to set their own priorities;
- Conduct Carers Conversation over the phone and face-to-face at a range of community venues, including GP Practices and carers' homes;

- Use verified and reliable sources of information (such as the Service directories) to find, interpret and communicate relevant information to clients;
- Research and explore other potential services that may benefit clients;
- Refer internally or to other specialist agencies as appropriate;
- Ensure that all work conforms to the Service's team handbook and the Citizens Advice quality standard/other funding requirements, as appropriate;
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

#### Professional development -

- Keep up to date with legislation, policies and procedures and undertake appropriate training;
- Prepare for and attend supervision sessions/team meetings/staff meetings/external meetings as appropriate.

#### Administration -

- Use of various IT packages for record keeping and communication and document production;
- Ensure all work conforms to CAMM's systems and procedures;
- Analysis of client data and production of monthly and quarterly reports summarising contacts to the Service.

#### Other duties and responsibilities -

- Undertake any other duties and tasks as may lie within the scope of this post;
- Demonstrate commitment to the aims and policies of the Carers Service;
- Abide by safeguarding, GDPR, and health and safety guidelines and share responsibility for own safety, that of colleagues and clients.

## Person Specification

### EXPERIENCE

#### Essential

- Experience of supporting and understanding the needs of unpaid Carers;
- At least 2 years' experience of providing advice or information through various channels.

#### Desirable

- Good understanding of the Care Act 2014 and how it relates to the rights of unpaid Carers;
- Experience of delivering telephone and/or face-to-face advice/information in a variety of public venues.

### KNOWLEDGE

#### Essential

- Knowledge of the issues faced by unpaid Carers;
- Knowledge of GDPR, consent and confidentiality;
- Knowledge of client recording systems or databases.

#### Desirable

- Experience of providing information using web-chat or other digital means;
- Experience of working in a customer/client focused role;
- Understanding of wider issues affecting society and their implications for clients and service provision.

### SKILLS AND ATTRIBUTES

#### Essential

- Excellent verbal and written communication skills;
- Excellent ability to use a variety of IT/digital systems and packages – this is something that must be immediate owing to currently working from home;
- Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment;

- Good interpersonal skills and client care skills;
- Excellent ability to analyse data and producing monthly and quarterly reports.

#### Desirable

- Demonstrable sensitive listening and empathetic skills to understand the needs of others;
- Ability to work in a client-centred manner;
- An understanding of and commitment to client empowerment;
- Demonstrable ability to produce detailed and accurate reports.

### VALUES AND ATTITUDES

#### Essential

- An understanding and commitment to the aims, principles and policies of the Citizens Advice;
- Commitment to Citizens Advice Mid Mercia's Core Values;
- Commitment to team working;
- Commitment to excellent client service.

#### Desirable

- Commitment to improving the lives of carers.

### OTHER

- Ability and willingness to work within guidelines, protocols and procedures;
- Driving Licence and access to own transport.
- Ability to be flexible and adaptable to meet the needs of the service.

Want to chat about this role?

If you want to chat about the role further, you can contact Tiffany Webster (Service Manager) by calling 07939323192.

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

#### Probation Period

6 months – with possible extension if performance review is required.

#### Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

#### TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent to the email address displayed at the end of the application form.