



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: Training Coordinator – Universal Services for Carers

Salary: £22,212

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: Rolling recruitment

Interview Date: As soon as possible

Start Date: As soon as possible

TO APPLY

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

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

Completed application forms are to be sent as soon as possible to:

staff@citizensadvicemidmercia.org.uk

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

A paid carer would be given training on how to carry out their role to keep them and the person they are caring for safe as part of their employment. Many unpaid carers do not identify as being a carer, and may not have ever had any training to help them in their role.

- This role is primarily to facilitate training and carer development, but every member of the team may need to assist at times with other elements of the service provision, including taking calls on the helpline.
- To support unpaid carers with their identity as a carer, organising training and workshops and helping them to plan for the future.
- To provide unpaid carers with the necessary skills and knowledge to deliver safe and effective practical care in the home through the implementation of a comprehensive training calendar, to help reduce the number of inappropriate admissions to hospitals as a result of unsafe care giving, and to increase the confidence of carers in their caring role.
- Completing a plan for 'what would happen in an emergency' (emergency plan). A conversation which would help them to plan for the future.
- Hosting workshops based on carers needs.
- The planning, organisation and delivering of training activities, such as manual handling and first aid.
- To establish carers as learners on a learning programme designed to provide carers with both emotional support and knowledge of resilience building, contingency planning, taking breaks and respite, and end of life planning.
- To prepare carers for life after caring.
- Working with other professionals to present, prepare and organise training.
- Finding innovative solutions to service gaps.

Person Specification

Essential

- Experience of presenting information to a varied group of people
- Experience of coordinating group training sessions
- Experience of analysing data and producing reports
- Understanding of the issues involved in setting up training and meeting targets
- Excellent written and oral communication skills;
- Ability to work on own initiative and to prioritise own workload, meet deadlines and manage a variety of tasks at once
- Ability to keep accurate records of all training delivered.
- Commitment to team working.
- Driving Licence and access to own transport.

Desirable

- Proven experience of delivering training to groups.
- Knowledge and understanding of the issues unpaid Carers face;
- Understanding of the needs of vulnerable groups;

Want to chat about this role?

If you want to chat about the role further, you can contact **Liam McGilveray** (Service Manager) by calling **07983 438302**.

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.

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.