



Job Title: **Carer Support Worker**

Salary: **£25,741 FTE pa, pro-rata**

Hours of Work: **20 hours per week**

Contract Duration: **until 31<sup>st</sup> August 2026**

Location: Hybrid working – **Hybrid Working - home, our office (Marble Hall) and some outreach work.**

Applications Closing Date: **Rolling recruitment until successful candidate found**

Start Date: **1<sup>st</sup> September 2025.**

Service Aim
-------------

Commissioned by Derby City Council and Derby and Derbyshire Integrated Care Board and part funded by the Accelerated Reform Fund (ARF) functions are to:

- ✓ Provide a person-centred service within a think family approach with an aim to offer support, navigation of services, signposting and information.
- ✓ Identifying and working with Carers and their families to assess their needs and provide appropriate support, such as 1:1, groups, workshops and social activities.
- ✓ To work collaboratively to assist in improving the wellbeing of unpaid Carers and their families.
- ✓ Identifying needs and aspirations, increasing support networks and providing information and support to support them in their often difficult and challenging role.
- ✓ You'll be part of the Acceleration Reform Fund Team (H Connect Project) and will engage with carers, partner agencies and professionals to strengthen pathways and increase carer identification / self-identification.
- ✓ The role will ensure we have visibility within communities by providing a range of support.

The Role
----------

We are seeking to recruit a Carer Support worker to join our team to offer support, information and signposting to unpaid carers in Derby City, within a 'Think Family' approach and to support carers with their social, emotional and physical wellbeing.

The role will also offer support to the H Connect project, assisting professionals to identify unpaid carers and include them in hospital discharge and to support carer groups.

## General Responsibilities

- ✓ To work within a structured process in dealing with new and existing carers, which records and monitors a carers' journey.
- ✓ Work with partner agencies and professionals to raise awareness and increase carer identification.
- ✓ Have visibility within communities ensuring support is accessible to all. This will include telephone support and health settings such as hospitals and other areas of engagement.
- ✓ Working alongside Hospital Liaison Workers to ensure support is provided timely to those whose loved ones have been admitted to hospital / recently discharged from hospital.
- ✓ Offer an inclusive accessible service to all carers; including those carers who may not access support otherwise. This includes underrepresented carers and carers from minority communities.
- ✓ Be part of the carers helpline during busier periods and support with online queries between the opening days and hours of the service which are typically Monday to Friday 9am-5pm with flexibility.
- ✓ Provide Carers with information, signposting and support on local and national services which will support their social, emotional, and physical wellbeing.
- ✓ Empower carers and their families to enable autonomy, encouraging tapping into existing networks and surrounding community support.
- ✓ Work closely with the H Connect consultation and coproduction team to ensure we are listening to the experiences of carers to inform best practice
- ✓ To maintain up-to-date knowledge of developments in local and national Carers' Strategy, Social Care and Health sectors and the wider community: their relevance for carers and apply this knowledge in delivering services to carers and their families.
- ✓ To attend mandatory and identified training as required including shadowing of other key roles to ensure best practice.
- ✓ To participate in team meetings, team building and appraisal to enhance personal and professional development.
- ✓ To support volunteers and sessional workers within agreed procedures.
- ✓ To maintain records, collect statistical data, provide reports and store and share information in accordance with requirements of the post, CAMM policies and protocols and the Data Protection Act.
- ✓ To work with Health and Safety Law, Confidentiality, Equal Opportunities and organisational policies and procedures, as integral to safe practice in the service provided to carers.
- ✓ Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.

## Person Specification

### Essential

- ✓ Experience of providing advice or information through various channels.
- ✓ Experience of working in a customer/client focused role.
- ✓ Excellent verbal and written communication skills.
- ✓ 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.
- ✓ Proven ability to use a variety of IT/digital systems and packages.
- ✓ Ability to successfully work as part of a team.
- ✓ Experience of delivering services in compliance with GDPR and data protection legislation.
- ✓ Commitment to Citizens Advice Mid Mercia's Core Values.
- ✓ Ability to get to our office and venues in Derby City Centre.

## Desirable

- ✓ Experience of supporting and understanding the needs of unpaid Carers.
- ✓ Good understanding of the Care Act 2014 and how it relates to the rights of unpaid Carers.
- ✓ Ability to analyse data and produce monthly and quarterly reports to aid in the monitoring of the service.

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

**Probation Period:** 9 months

**Benefits:** 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

<b>Overview of Citizens Advice Mid Mercia</b>
---

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 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.

## 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.

## 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.

<b>To Apply</b>
-----------------

If you want to chat about the role further, you can contact:

Jo Nethercott (Service Manager) by calling 07983 438241.

Please visit our website to complete an application form:

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