



Supporting you so you can help those you care for

Carers Adviser **Job Description and Person Specification**

Job Description

Base	Blackburn with Darwen Carers Service
Hours	18 hours per week
Salary	£33,119 pro rata (£16,111) per annum (Scale 6, point 19)
Contract	This post is initially funded until October 2027
Reporting to	Head of Services
Working arrangements	Working days to be arranged. Flexible working will be required, including possible evenings and weekends, to meet the needs of the service.
Job purpose	To provide information, advice, support and respite opportunities for unpaid carers who have a caring role and live in Blackburn with Darwen.

Job Summary

- Provide information and support to reduce the impact of caring responsibilities.
- Support opportunities for peer support, respite and group activities.
- Contribute to carers' assessments, reviews and support planning.

Core Responsibilities

- Work one-to-one with carers and manage an individual caseload.
- Provide information, support, guidance and advocacy to carers.
- Support carers to build resilience and improve their health and wellbeing.
- Raise awareness of carers' needs and issues among partners, agencies, professionals, workplaces and the wider public, including through carer briefing sessions.
- Facilitate peer support and respite opportunities through support groups, targeted support and group activity sessions.
- Use digital platforms to raise awareness and facilitate virtual support where appropriate.
- Work with carers to develop and deliver proportionate support plans based on assessed needs.
- Take a whole-family approach when undertaking assessments, reviews or reassessments, considering whether other carers, including young carers, are involved in caregiving and ensuring they are offered information and referred for support where consent is given.
- Use solution-focused, creative and imaginative approaches to work alongside carers, developing their skills and knowledge and enabling them to contribute to decisions that affect them and others.

Blackburn with Darwen Carers Service Ltd

www.bwdcarers.org.uk

www.facebook.com/bwdcarers

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Charity Number: 1120110

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Other Responsibilities

- Achieve personal and organisational targets.
- Actively encourage carers to engage with and participate in services.
- Develop and maintain effective working relationships with voluntary, statutory and private sector organisations.
- Identify and report gaps in support and service provision for carers and the people they care for.
- Supervise volunteers within the project.
- Maintain accurate referral records and project statistics.
- Produce regular reports to monitor and evaluate the progress of the project.
- Ensure project funds are used within the agreed budget.
- Attend Transforming Lives and Integrated Neighbourhood Team meetings, accepting referrals and reporting actions as required.

Supervision and Development

- Attend regular casework, supervision and appraisal sessions.
- Participate in promotional activities outside the office, which may occasionally require work outside normal office hours on a flexitime basis.
- Fully participate in staff meetings, sub-groups and mandatory training as required.
- Contribute to the ongoing development of the Carers Service.

Policy and Quality Assurance

- Implement and promote the organisation's equality and diversity policy.
- Comply with GDPR and data protection requirements in relation to the storage and handling of information.
- Work in accordance with all Blackburn with Darwen Carers Service policies and procedures.

Undertake any other duties that may reasonably be required and are consistent with the responsibilities and values of the post.

Confidentiality

All workers are expected to maintain high standards of practice and to respect each individual's right to privacy. Information shared with the service must be treated confidentially and in line with the organisation's social and professional responsibilities.



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Person Specification

Key: E = Essential; D = Desirable. Assessment methods: Application form and/or interview.

No.	Criteria	E/D	Application	Interview
Experience				
1	Experience maintaining confidentiality.	E	✓	✓
2	Knowledge of social care issues and recent legislation relating to carers.	E	✓	✓
3	Experience of working in the voluntary sector in a paid or unpaid capacity.	D	✓	✓
4	Experience of project development and management.	D	✓	✓
5	Experience of achieving personal and organisational targets.	E	✓	✓
Abilities, Skills and Knowledge				
6	Practical understanding of carers needs and the impact of caring responsibilities on health and wellbeing.	D	✓	✓
7	Ability to engage effectively with carers, identify their needs and agree appropriate support.	E	✓	✓
8	Commitment to equality, diversity and inclusive access to services for carers from diverse communities.	E	✓	✓
9	Ability to record information accurately and in a timely manner.	E	✓	✓
10	Ability to manage a caseload, prioritise work and solve problems to maintain a high standard of service.	E	✓	✓
11	Competent in using IT systems, including Microsoft Word, databases, data entry and monitoring systems.	E	✓	
12	Strong verbal communication skills, including effective listening, empathy, tact and discretion when discussing sensitive issues and agreeing solutions.	E	✓	✓
13	Knowledge of the voluntary sector and the current environment in which it operates.	D	✓	
14	Ability to build effective working relationships with colleagues at all levels.	E	✓	✓
15	Ability to network proactively with a wide range of agencies and professionals.	E	✓	✓
16	Knowledge of safeguarding policies,	E	✓	✓

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	procedures and safe practice when working with vulnerable people.			
17	Experience of undertaking carers assessments, reviews or support planning.	E	✓	✓
18	Ability to provide appropriate advocacy, information and signposting to carers.	E	✓	✓
19	Experience of facilitating groups, peer support or activities for carers or community groups.	D	✓	✓
20	Knowledge of local services and community support available to carers.	D	✓	✓
21	Understanding of young carers and whole family approaches to assessment and support.	D	✓	✓
22	Ability to produce accurate records, statistics and reports to support monitoring and evaluation.	E	✓	✓

No.	Criteria	E/D	Application	Interview
Qualifications and Personal Qualities				
23	GCSEs, or equivalent qualifications, at grade C/4 or above.	E	✓	✓
24	A relevant qualification in health or social care.	E	✓	✓
25	Ability to work flexibly, both on own initiative and as part of a team.	E	✓	✓
26	Self-motivated, enthusiastic and committed to the charity's aims, objectives and the continuous improvement of services for carers.	E	✓	✓
27	Professional, reliable and flexible, with a positive approach, sound judgement, clear professional boundaries and the ability to remain calm under pressure.	E	✓	✓
28	Additional language or bilingual skills.	D	✓	✓
29	Access to own transport and a full driving licence.	D	✓	

*Some evening and weekend work may be required, for which time off in lieu will be given.
Holiday entitlement is 25 working days per annum, pro rata, plus statutory bank holidays.
This post is subject to an enhanced DBS disclosure check.*

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