



Brighton & Hove

**THE CARERS CENTRE FOR BRIGHTON AND HOVE  
JOB DESCRIPTION**

<b>Job Title:</b>	<b>Carers Hub Support Worker</b>
<b>Team:</b>	<b>Adult Carers Team</b>
<b>Hours of Work:</b>	<b>Part Time (30hrs per week)</b>
<b>Contract:</b>	<b>Fixed Term (until 30/9/25 with possible extension, funding permitting)</b>
<b>Salary:</b>	<b>£25,000 (pro-rata) per annum.</b>
<b>Probationary period</b>	<b>6 Months</b>
<b>Responsible to:</b>	<b>Senior Support Worker (Adult Carers)</b>
<b>Accountable to:</b>	<b>CEO</b>
<b>Leave Entitlement:</b>	<b>25 Days Plus Public Holidays (pro rata for part time posts)</b>
<b>Pension</b>	<b>Auto Enrolment Pension Scheme</b>

**Location:**

The post holder will be based at the Carers Centre but will be expected to work with carers in venues across Brighton and Hove, when necessary. There will be occasional need to work evenings and weekends.

**1. Key Tasks**

- To provide support services for Adult Carers including contact by telephone or email, appointments at the Centre, and other support services
- To carry out initial assessments (usually by phone) to ascertain support needs and with the carer develop an individual support plan
- To supply information to carers about welfare benefits, health and social care services and systems of referral to other agencies
- To provide referral or signposting to other agencies that offer services from which carers will benefit and as identified with the carer as appropriate
- To advocate on behalf of carers and, when appropriate, for those they care for, and to liaise effectively with other agencies
- To follow all Brighton & Hove City Council Adult Safeguarding Policies and Practices as well as Child Protection Policies

- To work with all statutory and voluntary agencies and liaise with all health and social care professionals in support of the health and well-being of individual carers
- To run carer peer support groups, as necessary
- To develop, organise and facilitate training, social activities and workshops for carers in a group setting
- To deliver specific carer awareness training in conjunction with other team members
- To contribute to the development of services to Adult Carers

## **2. Additional Tasks:**

- Keep abreast of local and national developments affecting carers, including legislation, social care and health services, and welfare benefits
- To keep accurate case records, database and statistics in accordance with the Carers Centre's monitoring and evaluation procedures, and produce written reports
- To maintain professional boundaries and standards of service in accordance with the Carers Centre policy and national guidance
- To undertake day to day administration tasks
- To take part in team meetings of the Adult Carers Team and the Carers Centre as appropriate
- To participate in supervision and training in order to ensure professional operation of the service
- To work in accordance with the policies, procedures and values of the Carers Centre, especially Confidentiality, Safeguarding, Child Protection, Equal Opportunities and Health & Safety
- To carry out other duties appropriate to the role and responsibilities as may be delegated by the CEO of the Carers Centre

This Job description refers to the duties of the post at the current time. Such duties may vary from time to time, without changing the general nature of the duties or the level of responsibilities of the post. Such variations cannot of themselves justify a re-grading of the post.

**THE CARERS CENTRE FOR BRIGHTON & HOVE  
PERSON SPECIFICATION**

**CARERS HUB SUPPORT AND OUTREACH WORKER**

<b>Essential:</b>	<b>How demonstrated:</b>
1. Experience of offering information, support, advocacy and signposting to the public	Application form and interview
2. Experience of working with diverse communities and an understanding of the principles of Equal Opportunities	Application form and interview
3. Awareness of the impact of caring responsibilities	Application form and interview
4. Experience of organising and working with groups	Application form and interview
5. A thorough understanding of health and social care services and experience of liaising with staff from various agencies	Application form and interview
6. Good literacy, numeracy and IT skills (including database and social media)	Application form and interview
7. Excellent interpersonal and communication skills with an ability to empathise with and offer information and support to a wide range of carers by telephone and in person	Application form and interview
8. Ability to effectively assess the needs of individuals and implement programmes of support including input from other agencies	Application form and interview
9. Able to work alone in distressing or stressful situations and manage a complex & demanding workload	Application form and interview
10. Knowledge and experience of organising and running awareness training to both service users and professionals	Application form and interview
<b>Desirable:</b>	
11. Knowledge of welfare benefits, especially those relating to disability	Application form and interview