



CARER SUPPORT COORDINATOR

Salary: £19,939 per annum
Hours: 28 hours

Hybrid Working

To provide information, support and advice to Carers who are caring for someone living in County Durham, by working in a solution focussed way, with the aim of empowering carers to make informed choices and improving their health and wellbeing

➤ Main tasks and responsibilities:

- To provide information, support and advice for Carers by telephone, in person, e mail and written documents as well as Zoom, Teams and Skype.
- To provide one to one support to Carers where appropriate
- To ensure Carers are aware of the availability of NHS Carer Break funding and criteria. Completing appropriate forms for those Carers who wish to apply for a break/opportunity.
- To undertake a Carers initial registration and support assessment for new Carers accessing DCCS services using the Carers outcomes tool.
- To manage own caseload, keep up to date detailed records and statistical monitoring as required by the Organisation using Charitylog.
- Refer Carers to Social Care Direct for a full Carers Assessment when appropriate.
- To make carers aware of Carer emergency support service and help carers complete application if requested.
- To identify hidden Carers by making links with GP surgeries, social care services, libraries and community services within the allocated patch area and providing them with up to date information about DCCS services.
- To signpost Carers to any relevant Organisations that could provide further assistance with their individual circumstances.
- Supporting Carers to access appropriate Welfare Benefits to maximise their income and support their caring role including form filling.
- To keep up to date with changes in Welfare benefits and Carer policy and service provision.
- To work with fellow Carer Support Coordinators to share knowledge and skills
- To work with DCCS Development Workers to highlight any current issues for Carers and help identify Carers who may be interested in consultation and involvement opportunities
- To attend meetings, training courses and events as required
- To occasionally work weekend and evening hours, for which time in lieu will be given
- To be committed to all Durham County Carers Support policies and procedures
- To undertake any other duties as determined by the Service and Support Manager, in keeping with the purpose of the post.

➤ Personal Specification

➤ Essential

- This post requires enhanced DBS clearance
- An understanding of and a sensitive approach towards the situations, needs and difficulties faced by Carers
- Knowledge of legislation and current policies relating to Carers
- Up to date knowledge and experience of giving advice and support to access welfare benefits and grants
- Knowledge and experience of local services including the voluntary and statutory agencies that Carers need support to access
- Experience of working with vulnerable adults
- Ability to work both as part of a team and on own initiative
- Excellent skills and experience of working with Microsoft office, including word
- Proficient in the use of internet/email/ database
- The equivalent of an A level qualification or above
- Full driving licence and access to a car
- Good written and verbal communication/interpersonal skills
- Ability to maintain accurate records, identify monitoring requirements and complete monitoring information
- Ability to communicate effectively with people at all levels
- Willing to undertake training and development

➤ Desirable

- Health & Social Care qualification
- Experience of working with Carers
- Counselling / listening skills

The role is based at the Spennymoor office of Durham County Carers Support, to predominantly work in an allocated patch of County Durham. However, the job holder may be required from time to time work anywhere within County Durham.

➤ **Eligible candidates must complete application form and email to Liz.johns@dccarers.org**

www.dccarers.org

