

**Carers  
First**



## **Candidate Pack**

**Adult & YAC Carer Support Adviser  
(Medway)**

## Welcome

### **Thank you for your interest in working for Carers First as our next Adult & YAC Carer Support Adviser in Medway.**

This is a rewarding role helping to support and improve the lives of carers within the Medway Locality.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- Experience of working with adults either in a 1-1 or group setting
- A working knowledge of health and social care particularly in relation to adults
- Have excellent communication and interpersonal skills
- A high standard of written skills is needed, in order to help the carer identify their support needs and build resilience.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor  
Chief Executive



## About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



## Our values

We are:

### Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

### Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

### Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

## Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
  - Reach out to all sections of the community.
  - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

## Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

## Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

## How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.



We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

## Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

## In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





## Join

### our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

### The role

<b>Job Title:</b>	<b>Adult &amp; YAC Carer Support Adviser</b>
<b>Salary:</b>	<b>£19,054 per annum (£23,500 FTE)</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>30 Hours per week</b>
<b>Location:</b>	<b>Flexible and hybrid working in Medway with community working</b>

### Job Description

**Job title:** Adult & YAC Carer Support Adviser

**Reports to:** Adult Team Lead (Medway)

**Purpose of the role:** Provide Information and Advice to Adults and Young Adults Carers (18 years upwards) which enables them to build resilience and develop support networks which promote wellbeing and makes a difference to their lives.

## Job Overview

### The Carer Support Adviser will:

1. Provide personalised information, advice and support to young people and adults who look after a relative or friend who could not manage without their help.
2. Be pro-active in the identification of Carers through partnership working, running peer support groups, delivery of Carer assessments and providing information, advice, guidance and emotional support to Carers.
3. Work collaboratively with carers using a strengths-based approach to identify need and support planning where required which clearly identifies intended outcomes.
4. Working closely with the Young Carer/Young Adult Carer team to support transition for young carers into adult services so they are supported by their school and local services in the community.
5. Develop a strong understanding of the Carers First databased and their functionality to ensure accurate data records are maintained in meeting targets as outlined with our commissioners.

### Responsibilities and Duties

- 1. Provide information, advice and support to young people and adults who look after a relative or friend who could not manage without their help.**
  - Provide a personalised service to Carers based on the principles of trust, respect and dignity.
  - Provide information, advice, guidance, emotional and practical support that responds to identified Carer need.
  - Advocate on behalf of Carers and empower self-advocacy and Carer contributions to local decision-making processes.
- 2. Be pro-active in the identification of Carers through partnership working, running peer support groups, delivery of Carer assessments and providing information, advice, guidance and emotional support to Carers.**
  - Hold in house expertise on behalf of Carers First engaging in national best practice, working collaboratively with statutory and voluntary sector partners.
  - Actively identify Carers through partnerships, outreach, community connections, and networking. Raise awareness of Carer issues and co-ordinate the support available.
  - Work collaboratively with statutory and voluntary sector partners in joint delivery of support groups and services in providing support to Carers
  - Promote the service through attending meetings with partners and providing training to wider community partners around supporting Carers.
  - Work with the Communications Team to promote activities through all mediums including e-news and social media.
- 3. Work collaboratively with carers using a strengths-based approach to identify need and support planning where required which clearly identifies intended outcomes.**

- Listen to and discuss with Carers their support needs and where possible work with them in finding solutions.
- Using Carers Star assessment and triaging tools to support Carers with personalized support planning that is proportionate to their needs.
- Work with Carers to produce an appropriate personal action plan that enables them to build resilience and confidence and gives them the support they need to continue caring.
- Where localized support is not accessible or available, work collaboratively with Carers to identify and access alternative grants and funding where appropriate to support the caring role.

**4. Working closely with the Young Carer/Young Adult Carer team to support transition for young carers into adult services so they are supported by their college, university or employer and local services in the community.**

- Work closely with the Young Carer team in supporting transition for young carers into adult services.
- Work closely with schools to support young adult carers to access the same education opportunities.
- Support, signpost and refer young adult carers in accessing further education, universities, apprenticeships or employment.
- Provide young adult carers with the opportunity to benefit from peer support and a break from their caring by referring and signposting with funded activities.

**5. Develop a strong understanding of the Carers First databased and their functionality to ensure accurate data records are maintained in meeting targets as outlined with our commissioners.**

- Build capability around the functionality of the databases and reporting process to effectively record and monitor Carer information.
- Collaborate with Carers First Quality Leads, providing assurance that assessments and contact with Carers meet the agreed standards.
- Ensure that all recordings are within the agreed processes and timeframes and that key actions are recorded.
- Provide evidence-based cases studies and reports which reflects Carers Feedback and surveys.
- Use a range of outcome-based tools to evidence your work, identify gaps in provision and support continuous service development.
- Be highly competent in own use of IT (Microsoft Applications Word, Excel, Outlook).

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

## Person Specification

### Education

- NVQ level 2 education or demonstrable experience.

### Skills and Experience

#### Carer Support

- Experience of working with adults within the health and social care sector
- In-depth knowledge of issues which impact on carers
- Experience of undertaking person-centered assessments, co-producing and implementing support plans
- Demonstrate empathy and the ability to work with carers in a non-judgmental manner, recognizing they are the experts in care
- Experience of planning and delivering groups and activities in a variety of settings

#### Communication and stakeholder engagement

- Excellent interpersonal skills and proven ability to develop effective working relationships with a range of organisations, partners, funders, and users of the services
- Excellent communication skills; listening, written and verbal
- Experience of working in partnership with other organisations to deliver a range of support to carers and individuals
- Good geographical and working knowledge of support services within Medway.

#### IT and digital experience

- Highly competent in use of IT (Microsoft Applications Word, Excel, Outlook), mobile telephony and social media platforms.
- Experience of using a database to record interventions and manage workstreams

### Personal Qualities

- Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
- Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
- Self-motivated, **collaborative**, and able to work flexibly, whilst maintaining good work/life balance.

## Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

## How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk), and we will be happy to organise one of the Team to contact you.

## Interview process

- All successfully shortlisted candidates will be invited to an interview at Head office in Strood.
- Closing date: 28 July 25 – we reserve the right to close this vacancy early if we receive sufficient applications for the role
- Interview date: to be confirmed

## Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

## Office:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

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[carersfirst.org.uk](https://carersfirst.org.uk)

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