

Carers Together

JOB DESCRIPTION

Job Title:	Assistant Information and Support Worker
Salary:	£20,241 pro rata
Hours:	18.5 hours per week
Responsible to:	Operations Manager
Primary Base:	23 Queen Street, Redcar, TS10 1AB or St Mary's Centre, Corporation Road, Middlesbrough TS1 RW and required to travel and work from different sites

1. Job Purpose

- 1.1 To provide information and support to carers and other family members.
- 1.2 To support service provision and social inclusion for carers.
- 1.3 To work in partnership with voluntary and statutory sector services in health and social care.

2. Duties and responsibilities

- 2.1 To provide individual accurate and relevant information and support to carers, including carers assessments and support plans, using outreach venues, carers' homes and Carers Together's premises, as appropriate.
- 2.2 To liaise with other relevant agencies and to signpost/refer to appropriate services
- 2.3 To support publicising and promoting the service and raise awareness of carers issues.
- 2.4 To provide support to the relevant Project

3. General

- 3.1 Participate fully as a member of the staff and volunteer team including attending meetings, sharing information and working collaboratively with other staff and volunteers to ensure all services are delivered.
- 3.2 Work collaboratively with colleagues in other agencies
- 3.3 Maintain written records using the organisation's database, provide written reports and attend relevant meetings as required.
- 3.4 Adhere to all service standards, policies and procedures of Carers Together.

3.5 Administrate and organise own work to ensure that it meets quality standards, deadlines and reporting requirements.

3.6 Undertake any other tasks or duties that may arise which are commensurate with the general level of this post and as directed by the designated line manager

4.Management

The post holder will receive day to day management, supervision and appraisal from the Carers Information and Support Services Manager.

5. Working conditions

Flexible working between the hours of 9 am - 5 pm is permitted subject to the demands of the service. Some evening and weekend working may be required. Overtime will not be paid, but approved time outside 9am-5pm should be taken as time off in lieu.

30 working days holiday per year plus statutory/bank holidays for full time staff. For part time staff holiday entitlement is calculated on contracted hours

This job description is intended as a guide to the duties and responsibilities of the post and may be amended from time to time, subject to developing organisational needs, and following appropriate consultation with the post holder.