| **Title:** | Adult Carers – Information and Advice Worker |
| **Salary Scale:** | £23,493 pro rata, per annum |
| **Reporting to:** | Adult Carers - Information & Advice Services Manager |
| **Hours:** | 21 hours per week, including occasional evenings and weekends. |
| **Annual Leave:** | 28 days pro rata, in addition to statutory Bank Holidays |
| **Location:** | Sutton Carers Centre and some homeworking but post-holder may be required to work in other locations across the London Borough of Sutton or surrounding areas to fulfil the remit of the post. |

Sutton Carers Centre is an independent Charitable Company as well as a Network Partner with Carers Trust (formerly Princess Royal Trust for Carers). The post-holder will be employed by Sutton Carers Centre Board of Trustees and Directors.

**Main Purpose of Post:**
The Adult Carers – Information and Advice Worker will work as a key member of the Sutton Carers Centre and ALPS partnership team to provide information, advice and support to Carers and other members of the Sutton community. The post holder will encourage Carers to have a full benefit check to help maximise their income and assist and support Carers and their families in the completion of benefit forms and individual grant and funding applications. The post-holder will also inform Carers of their rights and available services to support both their caring role and their health and wellbeing.
Principal Tasks:

Information, Advice and Support
- To provide information, advice, support and informal advocacy on the phone, face-to-face (online or in the Centre), and occasionally through home and other off-site visits.
- To advise Carers on benefit entitlements and assist with benefit and funding applications to help maximise income and access individual grants.
- To complete individual grant and funding applications on behalf of Carers (and their families which may include children) as required.
- To assist Carers through the benefit appeal process when necessary and assist them to access more specialised help with their appeal when necessary.
- To assist Carers to navigate the Health & Social Care System, referring Carers to both public/statutory and voluntary services within the borough when appropriate.
- Make entries on the online CRM database, ensuring Carer records are accurate and up-to-date.
- To participate in the running and development of Sutton Carers Centre e.g. participate in a duty triage system.

Outreach and Communications
- To keep up-to-date with changes in services locally, as well as legislation which relates to Carers, and actively instigate and apply any developments where relevant to the service.
- To be involved in planning and delivering outreach events or similar activities.

Staff and Volunteer Responsibilities
- To assist the Service Manager with the training and supervision of volunteers.
- To assist with delivery of training and raising awareness of Carers to partners across health, education and social care.
- To attend and use managerial and/or peer supervision, team/staff meetings and undertake appropriate training and any other professional or personal development to meet the changing demands of the role.
- To proactively assist in the development of the Adult Information Services and Sutton Carers Centre, as well as working as part of an overall team.

Other Duties
- To contribute to the monitoring and evaluation reports for the organisation and stakeholders including written case studies and reports as required.
- To be flexible with your availability for working hours, as the role will include occasional, planned weekend and evening work for which you will receive TOIL.
- To undertake other duties as appropriate to the post, as agreed with your Line Manager.

Policies & Procedures
Carry out the above duties with due regard at all times to the Equal Opportunities, Diversity, Confidentiality, Data Protection, Safeguarding, Environmental, Health and Safety and all other policies and procedures of Sutton Carers Centre.

This job description is not prescriptive; it outlines the key tasks of the post holder and is subject to change in consultation with the post holder.