



<b>Job title:</b>	Carer Support Line Practitioner
<b>Reporting to:</b>	Head of Service Delivery for Adult and Older Carers
<b>Work base:</b>	Sanford House, Sanford Street, Swindon, SN1 1HE
<b>Hours of work:</b>	37 hours/week
<b>Job purpose:</b>	To lead on handling all calls into Swindon Carers Centre's Support Line, within the required 48-hour response time, responding to carers questions and concerns appropriately.
<b>Direct reports:</b>	None

#### **Specific Tasks**

- Lead on the process for managing calls into our Carer Support Line, in a timely manner, by answering the dedicated phonenumber, and responding to voicemails.
- Responding to carer's concerns and questions, by listening to their needs in an individualised way and answering these queries.
- Appropriately signposting or referring them onto the relevant internal processes using our management system.
- If required, signpost or refer carers to external partner organisations, websites, or helplines to best support them and their dependent (cared for).
- Recording all carer contacts on our management system to evidence these conversations and any follow up actions.
- Liaise with all external partners including Adult Social Care, to best support the carer to maintain their caring role.
- Complete Carer Conversation reviews with any carers whose caring role has changed.
- Monitor daily the carers support email inbox and action, forward emails as needed.
- To complete initial Carer Conversations to finalise new carer registrations, if requested to do so.
- To support the Head of Service Delivery, Deputy Service Delivery manager and the rest of the Adult Carer support team, with any additional tasks requested.

#### **Relationships**

- To work collaboratively with all Swindon Carers Centre staff, volunteers, and students, exchanging professional knowledge, experience, mutual support, and service development.
- To support the Centre in the production of performance reports and other Centre information as required.

#### **Other**

- To assist with the induction of new staff, volunteers, and student placements.
- To contribute to promotion of Swindon Carers Centre activities and campaigns.
- To attend meetings, conferences, and training relevant to the role as required and appropriate.
- To keep informed of new developments and legislation affecting carers.
- To role model the Swindon Carers Centre Behaviours Framework at all times.
- To recognise, support, and embrace the Mission and Values of Swindon Carers Centre.

- To have a commitment to your own personal development, a willingness to participate in individual supervision, and to undertake relevant training opportunities.

### Special Conditions

- Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and adults with care and support needs and expects all staff and volunteers to share this commitment.
- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. Where the occasion arises, staff are expected to work in a flexible way. Any additional duties will normally be compatible with regular working and the need to provide service continuity. If the additional responsibility or task becomes a regular or frequent part of the employee's activities, it will be reviewed to assess whether it should be included in the job description in consultation with the employee.
- Flexible working hours including some evenings and weekends may be required.
- Due to the nature of our work with vulnerable individuals a Basic Disclosure and Barring Service (DBS) is required for this post.
- All staff are expected to:
  - prepare for and participate in regular supervision sessions and the annual appraisal process as part of their performance management, and to support further personal development and training opportunities,
  - carry out their duties and responsibilities with due regard to the policies and procedures of Swindon Carers Centre.

### Person Specification

<b>Knowledge, Skills, and Experience</b>	<b>Essential/Desirable</b>
Experience of managing a busy support line	D
Ability to organize and prioritise own workload and manage time effectively	E
Knowledge of local, national health and social care, voluntary and support organisations	E
Experience of working both as an individual and in a team	E
Effective record keeping skills	E
An understanding of equal opportunities and importance of confidentiality	E
Understanding of Local Adult Safeguarding concerns including the Safeguarding thresholds and types of abuse	E
Experience of talking to, working with and or supporting people with care and support needs	E
An understanding of general carers issues	E
Experience of acting as an intermediary on behalf of service users	E
Knowledge of mental health and coping strategies	D
Experience of working in a community health / social care / voluntary setting	D
<b>Personal Qualities / Attributes</b>	<b>Essential/Desirable</b>
Role model our behaviours as outlined in the Swindon Carers Centre's Behaviours Framework	E
Ability to develop and maintain successful relationships with colleagues and external partners	E
Ability to communicate effectively and clearly both verbally and in writing, with attention to detail.	E
Commitment to and interest in the work of Swindon Carers Centre and to continuous service improvement	E
A positive and flexible /adaptable approach to working practices across the organisation in line with contractual obligations	E
Person centered approach to carers with understanding and appreciation of their individual needs	E