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Job Description

Job Title: Freelance Advice Officer (Freelance Adviser) – Health & Social Care

Responsible to: Advice & Information Coordinator

Staff reporting: None

Department: Carer Services

Contract: Freelance/self-employed

Salary: £20 per hour

Hours: Estimated 4-6 hours a week

Location: Remote/home-based

Date updated: March 2024

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## Introduction

The Carer Services directorate is responsible for providing support services to unpaid carers (who look after someone with an illness, frailty, disability, a mental health problem or an addiction who could not cope without their support). Our services include a telephone and email helpline, information resources and digital content, peer support, services to carers and volunteering.

Our Email Helpline team is responsible for providing high quality specialist advice by e-mail to carers on welfare benefits and community care issues as well as general guidance on employment and other practical issues affecting carers.

The Email Helpline team also supports Carers UK colleagues who require detailed knowledge about services, practice, legislation and policy as it affects carers. The team also contributes to reviews and updates of Carers UK’s help and advice publications, including our website, factsheets and information booklets.

We are seeking a Freelance Advice Officer (Freelance Adviser) to join our Email Helpline team. The role will involve answering e-mails on community care issues that affect carers and their families. The enquiries range from general questions about the availability of support services for carers and the person they look after to more complicated enquires about direct payments, charging for services or challenging local authority decisions.

Applicants should have experience in advising on these subjects and have knowledge of legislation governing health & social care across the four nations of the UK, and how it affects carers. Knowledge of welfare benefits and how it impacts on care services is an advantage.

The role is home-based and there is no requirement to come to the Carers UK office. Full training and support will be given on the use of our IT systems including our database.

# Job Description

## Main Responsibilities

1. To provide clear and accurate advice to carers by email on community care issues.
2. To keep accurate records of the advice given, in line with our privacy and confidentiality policy, using Carers UK helpline logs and database.
3. To keep up to date with developments in legislation and the policy and practice of statutory and voluntary agencies that may affect the rights of carers or the people they look after.
4. By mutual agreement with the Advice and Information Coordinator, contribute to other areas of our work to support carers, for example, reviewing information resources and factsheets, and providing guidance and insight to Policy and Public Affairs colleagues.
5. Promote equality and diversity and work at all times in accordance with Carers UK’s values, policies and procedures including safeguarding.
6. To comply with the data protection regulations, ensuring that information on carers remains confidential.

## General

1. Work at all times in accordance with all policies and procedures of Carers UK including the Equal Opportunities and Confidentiality Policies.
2. Comply with the data protection regulations, ensuring that information on members, supporters, employees and volunteers remains confidential.

**Person Specification**

## Essential

Skills and Experience

1. Substantial recent experience of advice work and specifically of dealing with and resolving community care enquiries for unpaid carers.
2. In-depth knowledge of community care law and guidance as it affects carers and the people they care for, across the four nations of the UK.
3. Knowledge of the range and type of support (statutory and non-statutory) available to carers and the people cared for.
4. An ability to communicate complex information regarding carers rights by email in a clear and succinct manner, displaying understanding and empathy.
5. Organisational ability and an ordered systematic approach to work.
6. Good IT skills – including proficiency in Microsoft Office and the ability to use databases to record contacts.
7. Knowledge and understanding of the issues and needs facing carers and their families.
8. Understanding of, and commitment to, implementing Carers UK’s Equal Opportunitiespolicy and safeguarding policy in all areas of work.
9. An understanding of and ability to adhere to GDPR and data protection policies.

## Desirable

1. An understanding of how welfare benefits can impact on social care services and vice versa.
2. An ability to respond to enquiries surrounding employment issues.

**Review**

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

**Our Values**

Carers are at the heart of everything we do. We are:

* **Attentive**
* we welcome everyone and are always supportive and ready to help
* we listen carefully and respond with expertise and understanding.
* **Ambitious**
* we’re courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
* we are always learning and improving, pushing boundaries to increase our impact.
* **Achievers**
* we are passionate about what we do and tenacious in our pursuit of change
* we adapt to new challenges and are always striving for excellence
* we love to collaborate and enjoy working with others to reach our goals.

**Diversity and inclusion**

Carers UK is committed to becoming a diverse and truly inclusive organisation. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sexual orientation, physical abilities, disabilities or religious practices. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

**Terms of Appointment**

**Salary**: £20 per hour

**Contract:** Freelance/self-employed

**Location:** Remote/home-based

**Hours:** 4-6 hours a week