

Job Description

Job Title:	Information and Advice (I&A) Officer, NI
Responsible to:	Public Affairs and Resources Manager, NI
Staff reporting:	None
Department:	Carers Northern Ireland
Contract:	3 Year Fixed term – continuation subject to funding
Salary:	£28,457 - £32,618 per annum
Hours:	Full time/ 35 hours per week
Location:	Based in Northern Ireland, remote and home-based with travel

Job Description

Carers NI is setting up the **Together We Care Support Hub** following a three-year grant from the National Lottery. The programme will provide specialist online and in-person information, advice, and peer connection services to support unpaid carers across Northern Ireland. This project will enhance community engagement, develop a volunteer programme, and provide much-needed support and information dissemination. The project will target both Carers NI members and the wider population of 220,000 unpaid carers in NI.

This role will play a key role in setting up the project and delivering on key outcomes relating to information and advice aspects of the project.

Main Responsibilities

1. Develop a range of information and advice on issues relevant to unpaid carers and professionals supporting carers, including welfare benefits, care issues and local services as related to NI.

2. Ensure Carers NI's existing information resources are accurate, accessible, up to date.
3. Ensure up-to-date information and resources are available online on the Carers NI website and promoted via social media and other online sources.
4. Provide excellent customer service, in person, on the telephone and via written communication, including by email. You will be dealing with confidential and potentially sensitive enquiries.
5. Use your expertise and knowledge to support the Carers NI team respond to information queries from carers.
6. Develop a plan for information dissemination and deliver outreach promotional activity to raise awareness of caring, provide information and market our information resources, including delivering I&A related training, speaking at/attending events and via social media.
7. Work with external stakeholders including the Carer Co-ordinators in each of the Health and Social Care Trusts to ensure that information and resources are shared and disseminated to carers and other key stakeholders.
8. Plan and produce new Carers NI resources and information content for carers and secondary audiences, ensuring they reflect user needs and changes in services, practice, legislation and policy.
9. Research and review resources and information content with carers, including volunteers to ensure their relevance and appropriateness.
10. Ensure that resources and information content adhere to Carers UK style and branding guidance.
11. Work closely with the Carers NI team and national Carers UK teams to ensure work is scheduled and delivered within appropriate timescales.
12. Keep informed of developments in benefits, rights and other issues relating to unpaid carers, including attendance at training and updating events, and ensure the Northern Ireland team is appropriately informed.
13. Keep the Carers NI and Carers UK teams informed about new, updated and retired information resources and ensure they are kept abreast of significant policy and practice changes affecting carers.
14. Ensure information is kept up to date regarding achievement of funder's requirements and key performance indicators for reporting purposes.

General Responsibilities

15. Travel to locations across Northern Ireland when needed.
16. There will be a need to work out of hours and weekends from time to time.
17. Promote equality and diversity and work at all times in accordance with Carers UK's values, policies and procedures.
18. To attend staff meetings and Carers UK staff conferences as directed.
19. To reasonably undertake any other duties as required by the line manager that are commensurate with the level of the post.
20. Comply with data protection regulations.

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 postholder.

Person Specification

Experience and knowledge

- Experience of working in a role providing impartial information, advice and support in complex situations.
- Expert knowledge of the statutory UK and NI benefits and social security systems, NI's health and social care system and support available in the public and voluntary sectors.
- Experience of scoping, drafting and editing accurate and accessible content for digital and other information resources.
- Experience of updating and creating webpages using Content Management Systems.
- Experience of complying with quality assurance procedures and guidelines when providing information and advice.

- Knowledge and understanding of the issues and needs facing carers and their families.

Skills and abilities

- Skilled in providing information and advice.
- Ability to convey complex information in clear, concise and engaging way in spoken and written form.
- Ability to adapt your communication style to engage and inform different audiences and tailor content to different formats.
- Excellent editing, copy writing and proof-reading skills and an impeccable eye for detail.
- Excellent team working skills and an ability to work in close co-operation with other team members, including to agree deadlines.
- Excellent IT skills – including proficiency in Content Management Systems and Excel
- Self motivated and performance driven.
- Understanding of and commitment to equal opportunities and an awareness of unpaid care.

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.

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.

Benefits

We understand what you need from us as an organisation and recognising that, we offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We've developed inclusive policies, flexible working arrangements with your wellbeing at the heart of Carers UK.

- A work life balance commitment with flexible working arrangements available in a truly flexible working culture
- 25 days annual leave (plus bank holidays) rising to 28 days with long service
- An additional 3 days paid leave over Christmas and New Year when the office is closed
- Up to 10 days paid carers leave which can be taken in hours, half days or full days
- 6% contribution to stakeholder pension scheme
- Access to a free and unlimited 24 hour confidential advice, support and information line including access to structured counselling; plus free and unlimited confidential 24 hour access to a GP/Doctorline via a Health Cash Plan
- Cash back to set limits via a free Health Cash Plan for dental, optical and therapy treatments plus kids cover
- Retail, restaurant and gym discounts via a free Health Cash Plan
- Recognition scheme including a values winner of the month
- Free life insurance cover 2 times your annual salary
- A commitment to staff learning and development including access to a learning management system

- A commitment to employee wellbeing including Wellbeing Wednesdays and access to the Wisdom wellbeing app
- Four Equality, diversity and inclusion employee networking groups, championed by our senior management team
- Family friendly inclusive policies
- Induction and buddy scheme
- Two paid volunteer days per year
- Paid Special leave available
- Organisational sick pay scheme
- Loans for bikes when you have been with us for 6 months
- Full access to the Digital Resource for Carers

We are proud to be an Employers for Carers and Carer Positive member and a Living Wage Employer. We have signed the 'Happy to Talk Flexible Working' initiative and are committed to building the best possible environment to help carers in the workforce. Carers UK have signed the Menopause Workplace Pledge and have achieved the Disability Confident Employer.

As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

Terms and Conditions

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Contract:	Full Time / 35 hours per week, Fixed Term – three years
Salary:	£28,457 - £32, 618

How to Apply

At Carers UK we want our application process to be as accessible as possible. If you need any adjustments to apply please email recruitment@carersuk.org to discuss.

Please submit a personal statement demonstrating how you meet the requirements set out in the job specification, your CV, and completed diversity monitoring form to recruitment@carersuk.org. The information on the form will be treated as confidential and used for statistical purposes only. These forms will not be treated as part of your application.

Please send in your application as soon as possible. We look forward to receiving your application.

Carers UK anonymises all applications prior to shortlisting.

The **closing date** is Wednesday **18 June, 5pm**

In person **interviews** will be held on the **25 and 26 June**.

Carers UK may carry out online and social media checks before a formal offer is made.