



Title:	Unpaid Carers Adviser – Veterans (Adults 18+)
Hours:	15 per week
Office Base:	Carers Plus Yorkshire, Northallerton
Accountable to:	Chief Executive Officer
Line Management:	Head of Operations / Veterans Team Lead
Contract:	Fixed Term – 12 months (in the first instance)

Job Summary:

The Veteran Unpaid Carer Adviser will provide a service of information, advice, support, including emotional support and representation for adult carers 18+, who are veterans, in the Hambleton and Richmondshire area.

Your role will be to work on a one-to-one basis supporting veteran carers, engaging fully with our internal assessment, monitoring and impact evaluation tool (Carers Star). You will attend groups where veterans are present to find hidden carers as well as facilitating our support groups for veterans. You may also deliver talks and training to veteran carers and professionals and be a voice for CPY.

Working alongside our CPY Veterans Lead, you will be proactive in your approach to developing the service and enthusiastic and forward thinking with ideas to reach more veteran carers within the local communities - looking into developments for outreach working.

You will work in partnership with voluntary, statutory and community organisations to develop sustainable networks of support for veteran carers.

Key Duties:

1. To work with individual carers by establishing initial contact and assisting them to identify their own needs and develop personal action plans.
2. Provide independent advice, information and emotional support.
3. Refer veteran carers into our 'Cost of Living' carers service for support with claims for welfare benefits and other financial support.
4. Signpost and refer to other sources of help, information and advice, using local and national contacts.
5. Provide a professional, independent low-level advocacy support

6. To provide support to veteran carers in a variety of ways including 1-1, groups and either face to face or virtual; and being part of the Advice Line duty rota for veterans.
7. To assist in developing new ways of reaching, identifying and supporting veteran carers, this will require a level of enthusiasm and forward thinking, we aim to ensure the adult service team is dynamic in their approach.
8. Assist professionals to identify hidden veteran carers and support the development of the service by awareness raising in the Statutory, Health and Voluntary/Community sectors.
9. To support veteran carers in looking after their own Wellbeing eg: encouraging community and social engagement, offering confidential opportunities for them to talk, signposting/referring to relevant health providers, etc
10. To provide and help develop training courses to carers and ex-carers that will address their learning and development needs to maintain confidence and self-esteem.
11. Assisting carers to prepare for/or access employment, or learning etc. Working closely with other project workers within CPY, who already do this.
12. To assist with the promotion of carer awareness.
13. To support and empower veteran carers to develop a strong “voice” which will influence decisions, policy-making and service-planning.
14. To produce regular reports as required by funders on the progress of your work.

Specialisms

1. To support adult carers who are veterans or carers who support people who are veterans
2. To have an understanding or awareness of the Military community
3. To have or develop skills and knowledge of this unique group of carers and their needs
4. Linking with organisations also working with Veterans, to develop partnerships and increased support for carers

General Duties:

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
3. To maintain monitoring and recording systems, using Charitylog data base (training given)
4. To support the work of individual CPY volunteers as required and requested.
5. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
6. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
7. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
8. To provide appropriate cover for staff absences.
9. To represent Carers Plus Yorkshire at a local or regional level when required.

10. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
11. To take responsibility for specific pieces of 'project' work in line with agreed project work plans and in agreement with line manager
12. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

This job description may be reviewed in consultation with the postholder from time to time.

October 2024